

# LETTER FROM THE PRESIDENT

## Welcome to



If your goal is to receive quality education and training in your chosen career, then Milan Institute, furthermore, known as Milan Institute or Milan, is here to assist you. Our primary objective is to provide the education, training, and job placement assistance that you will need to succeed in your new field.

Our faculty members offer academic credentials with many years of training and work experience in their areas of specialization. Our administrative staff is committed to providing the individual attention every student needs. Most importantly, our team has the enthusiasm to motivate our students to increase their knowledge, skill level and employability.

We invite you to make an appointment to visit our campus and talk to one of our Admissions Representative. We are confident that Milan Institute offers the training you need to reach your career goals.

Our reputation is based on your success.

A handwritten signature in black ink that reads "Gary Yasuda".

Gary Yasuda, President  
Amarillo College of Hairdressing, Inc. d/b/a Milan Institute

### Catalog Campus

**MILAN INSTITUTE**  
**Branch Campus**  
**1440 Missouri Ave, Ste 7**  
**Las Cruces, NM 88001**  
**(575) 623-6331**

*The program(s) listed in this catalog apply to only this campus. Please refer to the catalog designated for a particular campus for programs offered at other locations.*

### Additional Locations

**MILAN INSTITUTE** Main Campus  
 6500 S. Mooney Blvd  
 Visalia, CA 93277  
 (559) 684-3900

**MILAN INSTITUTE** Branch Campus  
 70 FM 1960 Road West  
 Houston, TX 77090  
 (281) 800-8961

**MILAN INSTITUTE** Branch Campus  
 950 Industrial Way  
 Sparks, NV 89431  
 (775) 348-7200

**MILAN INSTITUTE** Additional Space  
 950 Industrial Way  
 Suite B  
 Sparks, NV 89431  
 (775) 348-7200

[www.milaninstitute.edu](http://www.milaninstitute.edu)

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**Catalog effective dates January 2026 – December 2026**

The information in this catalog is true and correct to the best of my knowledge.



Gary Yasuda, President, ACH Inc. d/b/a Milan Institute

## **ABOUT MILAN INSTITUTE**

### **MISSION STATEMENT**

The mission of Milan Institute is to meet the needs of students and employers by offering quality, short term educational programs in career fields with solid growth potential.

### **PHILOSOPHY AND OBJECTIVES**

Milan Institute recognizes that some people wish to increase their knowledge, and others, for the sake of their job or lifestyle, must increase their skill level and employability. The objective of the school is to provide the student with the finest possible education in his or her chosen area in the shortest possible time.

### **HISTORY**

**June 3, 1979:** ACR Inc. began training students in the court reporting field in San Diego, California.

**March 28, 1992:** ACR Inc. moved to its current facility located at 8376 Hercules, La Mesa, California.

**June 30, 1993:** ACR Inc. was purchased by Gary Yasuda and James Yasuda, O.D.

**December 1993:** ACR Inc. received national accreditation from ACCET (Accrediting Council for Continuing Education and Training).

**June 1995:** ACR Inc. received approval to open an auxiliary classroom in San Diego, California.

**February 2000:** ACR Inc. received approval to open a location in Amarillo, Texas.

**October 2000:** ACR Inc. received approval to open an auxiliary classroom in San Marcos, California.

**January 2001:** ACR Inc. received approval to open a location in Boise, Idaho.

**June 2002:** ACR Inc. received approval to open a location in Indio, California.

**September 2003:** ACR Inc. received approval to open an auxiliary classroom in Nampa, Idaho.

**December 2004:** ACR Inc. received approval for extension of the Boise, Idaho campus.

**July 2005:** ACR Inc. moved the La Mesa campus to 6160 Mission Gorge Road, Suite 300, San Diego, CA 92120.

**July 2005:** ACR Inc. was granted interim approval to designate the Boise, Idaho campus as the main campus for Academy of Professional Careers. The San Diego, California campus located on Mission Gorge Road was changed to a branch campus according to ACCET and a main campus according to BPPVE.

**February 2006:** ACR Inc. moved their Texas location to 7001 I-40 West, Amarillo, TX 79106.

**June 2006:** ACR, Inc. completed a teach-out of the La Mesa, San Diego and San Marcos campuses.

**September 2006:** ACR, Inc. was granted approval to designate the Boise, Idaho campus as the main campus for Academy of Professional Careers.

**May 2007:** ACR, Inc. changed the school's name from Academy of Professional Careers to Milan Institute.

**January 2009:** James M. Yasuda O.D. retired from ACR, Inc.

**February 2010:** ACR, Inc. completed a teach-out of programs at the Nampa Auxiliary campus.

**January 2012:** ACR, Inc. merged with Amarillo College of Hairdressing, Inc. (ACH) d/b/a Milan Institute and Milan Institute of Cosmetology.

**May 2012:** Milan Institute in Indio, CA relocated to 75-030 Gerald Ford Drive Suite 203, Palm Desert, CA 92211.

**December 2012:** ACH, Inc. was granted approval to designate the Palm Desert campus as the main campus of Amarillo College of Hairdressing, Inc. d/b/a Milan Institute.

**February 2016:** Milan Institute, located in Palm Desert, CA and Amarillo, TX, received national accreditation from Council on Occupational Education (COE)

## **GOVERNING BODY**

Amarillo College of Hairdressing, Inc., a Texas corporation and Gary Yasuda, President, own Milan Institute and Milan Institute of Cosmetology.

## **APPROVALS AND ACCREDITATION.**

### **Council on Occupational Education**

Amarillo College of Hairdressing, Inc. d/b/a Milan Institute is nationally accredited by the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA, 30350 (800) 917-2081. Students may review the accreditation approvals by contacting the school's administration. Consumer information may be requested from the Admissions Department and from the Financial Aid Department.

### **New Mexico Board of Barbers and Cosmetologists**

Amarillo College of Hairdressing, Inc. d/b/a Milan Institute  
is licensed by the: New Mexico Regulation & Licensing Department  
P. O. Box 25101 Santa Fe, New Mexico 87505  
(505) 476-7622

### **New Mexico Higher Education Private Postsecondary Schools Division**

2044 Galisteo Street, Suite 4 Santa Fe, New Mexico 87505  
(505) 476-8400

## **RECOGNITION**

### **U.S. Department of Education (USDOE)**

Milan Institute is authorized to participate in Title IV Programs for student financial aid assistance per the Higher Education Act of 1965, as amended by the U.S. Department of Education.

## **MEMBERSHIPS**

Milan Institute or its faculty hold memberships in the following organizations: Career Colleges & Schools of Texas, American Association of Medical Assistants (faculty members), and Amarillo Chamber of Commerce.

## **FACULTY**

Milan Institute faculty members have industry and/or professional experience coupled with the appropriate academic credentials to support the mission of the institution. In addition to meeting the educational requirements for the program, each instructor is committed to the success of each student. A list of our faculty members can be found in the catalog insert.

## **FACILITIES**

Milan Institute campus is located at 1440 Missouri Ave, Ste 7, Las Cruces, NM 88001  
The facility consists of 6,000 sq. ft. of classroom and office space. The facility is convenient to public parking and mass transit. The facility offers students comfortable learning atmospheres with tiled classrooms, air-conditioning, and a student lounge area.

## **STUDENT HOUSING**

Student housing is not available on any campus. There are ample multiple housing units available in the area. Additional housing information can be obtained by contacting the Admissions Office.

## **OFFICIAL STATEMENT**

All information in this catalog is current, true, and correct at the time of printing. This catalog outlines the rules, regulations, admission policies, academic policies, curriculum, tuition, fees, financial aid policies, graduation requirements, and other information regarding programs offered at Milan Institute. Policies herein may be superseded by policy changes. This catalog is part of the contract between the college and the student. Milan Institute reserves the right to make changes in any policies, procedures, tuition, fees, programs, or start dates at any time. Milan Institute is a private postsecondary institution and is not a public institution.

## **ADMISSIONS INFORMATION**

### **ADMISSIONS POLICY**

Admission into the school's **Administrative Medical Assistant, Barbering, Cosmetology, Esthetician, Instructor and Manicurist** requires that the prospective student have a high school diploma or have a High School Equivalency Diploma (HSED). Documents from HiSET and TASC are acceptable as High School equivalents but must be reviewed and approved by Senior Admissions Management.

Admission into the school's programs requires the applicant to present a copy of the HS diploma, HSED certificate, or transcripts showing high school completion must be provided.

Additionally, Milan Institute accepts the following as proof of eligibility:

- Passing a U. S. Department of Education approved Ability to Benefit Test (ATB). Please see the Ability to Benefit (ATB) Admissions Policies for further information.
- Enrollment in the Eligible Career Pathway Program (ECPP).

Admission procedures include individual advising, explanation of course descriptions, appointment with financial aid, enrollment, a tour of the campus, and orientation to the school regarding the policies, regulations, and requirements for the various classes.

Upon acceptance and before entering classes, the applicant must complete an enrollment agreement. Students under the age of 18 must have a parent or guardian sign the enrollment agreement. The enrollment agreement and the catalog detail the student's and the school's, obligations. The final decision to admit an applicant rests with the school's administration.

Prospective **Administrative Medical Assistant** students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their program. Prospective **Barbering, Cosmetology, Esthetician, Instructor and Manicurist** students must be 17 years old upon completion of their program.

Admission into the school's **Barbering, Cosmetology, Esthetician, Instructor and Manicurist** programs requires completing the New Mexico Regulation & Licensing Department Permit Application. Milan covers the nonrefundable \$25 fee for all students.

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened, and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

Prospective students interested in the Medical Assisting program with a drug-related conviction on their record must complete a second interview with the Campus Director, who may determine the student is not qualified to enroll in the program.

## **ECPP ENROLLMENT PROCESS**

The ECPP allows Ability to Benefit (ATB) Students to concurrently enroll in an Adult Education school, which may lead to a high school diploma (or equivalent), and a post-secondary school offering Career Pathway Programs.

Before enrollment, a prospective ATB student who is not a high school graduate or has not passed the GED and is seeking admission into an ATB eligible program must take and pass an independently administered, nationally standardized test recognized and approved by the United States Department of Education (DOE) that measures basic skills in reading and arithmetic.

Students who pass the ATB and enroll in an ECPP, must follow all the policies and procedures in this catalog.

## **Eligible Career Pathway Program (ECPP)**

### **ECPP OVERVIEW**

Milan Institute has developed ECPPs which:

1. Concurrently enroll students in connected adult education and eligible postsecondary programs.
2. Provides students with counseling and supportive services to identify and attain academic and career goals.
3. Provides structured course sequences that are articulated and contextualized and allow students to advance to higher levels of education and employment.
4. Provides opportunities for acceleration for students to attain recognized postsecondary credentials, including industry-relevant certifications.
5. It is organized to meet the needs of adults.
6. It is aligned with the education and skills needed for the regional economy.
7. Has been developed and implemented in collaboration with partners in business, workforce, and economic development.

### **CAREER PATHWAY PROGRAMS**

Milan Institute has identified the following Eligible Career Pathway Programs, which align with the needs of industries in the Las Cruces geographic areas:

1. ADMINISTRATIVE MEDICAL ASSISTANT
2. BARBERING
3. COSMETOLOGY
4. ESTHETICIAN
5. INSTRUCTOR
6. MANICURIST

## **ELIGIBLE CAREER PATHWAY PROGRAM (ECPP)**

Students enrolled in an ECPP will be concurrently enrolled in one of the college's qualified vocational training programs and the Adult Education Program offered through C4L Academy. The goal is for the student to be able to work towards earning an Adult Education high school diploma while being able to work towards completing a Milan Institute vocational training program concurrently. The Adult Education program is offered by an approved adult education service provider (C4L Academy) and not by Milan Institute.

The student is required to attend the Adult Education Program classes and is expected to participate in those classes. The Adult Education Program is offered remotely online. The ECPP Coordinator will monitor

participation and partner with Education to meet with the student as needed to provide academic advising. See specific details below under ECPP Participation Requirements & ECPP Withdrawal.

Milan Institute does not guarantee ECPP students will receive a high school diploma (or its equivalent), earn any industry certifications that are part of their Vocational Program, or graduate from Milan Institute.

Completing the vocational component of the program is not a condition for receiving a high school diploma.

### **ECPP PARTICIPATION REQUIREMENTS & CONCURRENT DISMISSAL**

If a student does not log in to the C4L Academy portal to create a student account within 72 hours of enrolling with C4L, the student will automatically be canceled from the ECPP and Milan Institute's Vocational Program.

ECPP students who fail to participate in either the Adult Education or Vocational component of their ECPP program for 14 consecutive calendar days will be dismissed from their ECPP. Participation in the Adult Education Program is defined as completing any educational activity – where participation in the Vocational program is defined by Milan Institute's Satisfactory Academic Progress (SAP) and Attendance policies.

On the 14<sup>th</sup> consecutive calendar day missed, the student will be withdrawn from the Milan Institute.

During the program, if a student does not log into the Adult Education component for 7 consecutive calendar days, the student will be issued a documented ECPP participation advisement.

If a student fails to meet the college's Satisfactory Academic Progress Policies, they will be withdrawn from Milan Institute.

**Dismissal from the Adult Education component of the ECPP for any reason shall result in dismissal from the Vocational component of the program.**

**ECPP Withdrawal:** Upon withdrawal, the student will be held to the same catalog-defined refund policy as non-ECPP participating students.

**Receiving the earned High School Diploma:** Although Milan Institute has designed ECPP requirements to promote the completion of the Adult Education component and a Milan Institute Vocational Program, the college does not guarantee that the student will receive a high school diploma or its equivalent.

Completing the ECPP program's vocational component is not required to earn a high school diploma. Upon successful completion of the program's adult education component, the student may request a copy of their transcript directly from the adult education vendor.

### **ECPP RE-ADMISSION AND LEAVE OF ABSENCE (LOA)**

Withdrawn ECPP students wishing to re-enroll are subject to Milan Institute's Re-Admission Policy in addition to an interview to evaluate the student's ability to continue the Adult Education component of the ECPP.

Active ECPP students who take a Leave of Absence (LOA) from Milan Institute's Vocational Program can still participate in the Adult Education component of the ECPP remotely if they can; however, if the student is unable to participate in the Adult Education component while on a Leave of Absence (LOA) they will be expected to continue participation when they return to Milan Institute from their LOA.

Inactivity in the adult education component during an approved LOA or scheduled calendar breaks will not cause the student to be withdrawn from the college.

### **ECPP ADULT EDUCATION COMPUTER LAB**

Milan Institute provides ECPP Students with an on-campus space with Wi-Fi and printer access to work through their Adult Education curriculum if they prefer to use our facility. The availability of this space is determined by campus operating hours.

The ECPP Adult Education component is offered online by an approved service provider and is self-directed. Students may work on the Adult Education curriculum off-campus via the internet.

## **TECHNOLOGY REQUIREMENTS**

Milan Institute and Milan Institute of Cosmetology use digital technology to check in and out of classes. Students will use a smart phone for checking in and out of class on campus, distance education, and externship (if applicable). Students will need a laptop, Chromebook (part of most programs books and supplies), or a desktop computer to participate in distance education as well as campus activities and assignments. Curriculum and instruction utilize digital technology for student engagement and participation.

The following are the technology requirements for all programs (hardware and software) that will be required to successfully complete the program:

### **Device Options:**

Chromebook that is no more than 4 years old from date of manufacture, has at least 4GB RAM, and must be able to run Chrome 79 or newer.

Windows device that is no more than 5 years old from date of manufacture, uses Windows 10 Version 1809 or newer, has at least 4GB RAM, and must be able to run Chrome 79 or newer.

Mac device that is no more than 5 years old from date of manufacture, uses MacOS Sierra or newer, has at least 4GB RAM, and must be able to run Chrome 79 or newer.

iOS device that is no more than 4 years old from date of manufacture, uses iOS 12 or newer, and must be able to run Chrome 79 or newer.

Android tablets and phones are not supported.

Internet Access must be at least 50Mbps download speed and at least 8Mbps upload speed. If using wireless internet access, it must be 802.11g or newer and have a RSSI signal strength no worse than -50.

## **EMPLOYMENT REQUIREMENTS**

Some employers who seek to hire graduates conduct detailed background checks before hiring applicants. Employers may be reluctant to employ applicants who have been convicted of a crime and obtaining employment in my field of study may be difficult.

Graduates from the school's Administrative Medical Assistant program must meet the following requirements to be employed in the field: at least 18 years of age and education in a program represented by the field.

Graduates from the school's Barber program must obtain a barber operator license to be employed in the field. The requirements for obtaining a barber operator license are listed in the Academic Information – Barber-Related Programs section of this catalog.

Graduates from the school's Cosmetology program must obtain a cosmetology operator license to be employed in the field. The requirements for obtaining a cosmetology operator license are listed in the Academic Information – Cosmetology-Related Programs section of this catalog.

Graduates from the school's Esthetician program must obtain an esthetician license to be employed in the field. The requirements for obtaining an esthetician license are listed in the Academic Information - Cosmetology-Related Programs section of this catalog.

Graduates from the school's Instructor program must obtain an Instructor operator license to be employed in the field. The requirements for obtaining an Instructor operator license are listed in the Academic Information – Instructor-Related Programs section of this catalog.

Graduates from the school's Manicurist program must obtain a manicurist license to be employed in the field. The requirements for obtaining a manicurist license are listed in the Academic Information – Cosmetology-Related Programs section of this catalog.

### **ENROLLMENT POLICY – ALLIED HEALTH and INDUSTRIAL RELATED PROGRAMS**

Classes are in continuous session throughout the year. A calendar of start dates for the current year is located in the catalog calendar insert. Class availability for this year is available from the admissions office.

### **ENROLLMENT POLICY – COSMETOLOGY RELATED PROGRAMS**

Qualified persons may enroll on any date the school is open. New classes begin on a regularly scheduled basis. Actual starting dates may be obtained by contacting the school administration.

### **ORIENTATION**

New students attend an orientation meeting. This meeting is to welcome new students and introduce them to the school's policies and procedures. Students also have the opportunity to meet other students, instructors, and the school's administration. Attendance, grading policies and financial aid information form a large part of the orientation information, which also includes projected graduation dates, holidays, and vacations pertaining to their specific enrollment period.

### **ENGLISH ONLY**

Milan Institute does not offer visa services to prospective students from other countries or English language services. Milan Institute does not offer English as a Second Language instruction. All instruction occurs in English.

### **TRANSFERABILITY OF UNITS EARNED AT THIS SCHOOL**

The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn at Milan Institute is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your education goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your certificate will transfer.

Milan Institute has not entered into any articulation agreements or relationships with educational entities.

### **TRANSFER OF CREDIT POLICY**

Incoming students may request credit for previous coursework or experiential training for any program offered by the school. Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit if completed in the past 3 years. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of "C" or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution is required. No limits on the amount of credit for previous coursework or

experience are set.

### **Transfer of Credit Administration Policy**

If a student is granted credit for previous training or experiential training, the relevant courses will not be assigned a letter grade but will be recorded with a grade of "pass," which will not affect the student's grade point average and will not affect this element of satisfactory progress. At the discretion of the Dean of Education, a student may be granted credit for previous training or experience and still be required to repeat a course in order to comply with the school's regular attendance and satisfactory progress policies. In this instance, the student will not be charged tuition for the transferred course. The maximum time frame of one and one-half times the course length is unaffected by transfer of credit.

Milan Institute will accept a maximum of 75% of the program credits or hours in transfer from another institution. Students requesting credit for previous coursework or experience are asked to notify their admissions representative during the enrollment process. The request will be forwarded to the Education Leader or Director, who will review documentation or arrange for testing as appropriate. The procedure will be completed prior to the student's first start date. There are no fees charged for evaluating or granting transfer of credit. Once a determination for granting credit has been made, tuition and fees will be adjusted prior to the start of class. Each student will need to meet with financial aid to determine eligibility. A negative determination may be appealed by contacting the School Director, whose decision is final.

Milan Institute will accept experiential training for modular programs (non-cosmetology related programs) only. Applicants should inform their Admissions Representative of any potential experiential learning/training during the enrollment process. Milan staff will review any provided experiential training as it would apply to the course content. If the prior experience matches the course content, the student will take the applicable course assessments (technical and academic as applicable) to determine if they have retained at least 75% of the course content. If an applicant disagrees with the evaluation of their experiential training, the applicant may submit a written letter to the Director of Education within 5 days of the outcome of the evaluation explaining why the evaluation should be re-evaluated. Milan does not charge students to evaluate their prior education or experiential training.

### **STUDENTS WHO TRANSFER BETWEEN PROGRAMS**

Students may transfer to different programs within the institution. Credits will be evaluated by the Dean of Education or Campus Director and applied towards the new program, if applicable. To be eligible for transfer credit or hours, student must have successfully completed the class with a minimum grade of "C". If a student has completed or withdrawn from Milan Institute and wishes to enroll into a new program, the student will be treated as a new enrollment.

### **ABILITY TO BENEFIT**

In order to receive aid as an ATB student enrolling after July 1, 2012, the student must have previously established eligibility prior to July 1, 2012. For additional information on determining previously established eligibility for aid, please visit the Financial Aid office.

This school accepts the following tests with passing scores and an effective date after the date provided below. This list of examinations is prescribed by the United States Department of Education (USDE).

1. Test: Wonderlic Basic Skills Test (WBST) Verbal Forms VS-1 & VS-2

Quantitative Forms QS-1 & QS-2. There are paper and pencil versions and online versions.  
Effective Date: July 1, 2015.

Passing Scores: Verbal (200), Quantitative (210).

Publisher: Wonderlic, Inc., 400 Lakeview Parkway, Suite 200, Vernon Hills, IL 60061.

Contact: Mr. Chris Young.

Telephone: (847) 247-2544, Fax (847) 680-9492.

2. Test: Spanish Wonderlic Basic Skills Test (Spanish WBST) Verbal Forms VS-1 & VS-2  
Quantitative Forms QS-1 & QS-2. There are paper and pencil versions and online versions.  
Effective Date: July 1, 2015.

Passing Scores: Verbal (200), Quantitative (200).

Publisher: Wonderlic, Inc., 400 Lakeview Parkway, Suite 200, Vernon Hills, IL 60061.

Contact: Mr. Chris Young.

Telephone: (847) 247-2544, Fax (847) 680-9492.

3. Test: \*\*ACCUPLACER Computer-adaptive tests and COMPANION ACCUPLACER Forms J and K:  
Reading Test, Writing Test, and Arithmetic Test

Passing Scores: Reading Test (233)\*\*, Writing Test (235)\*\*, Arithmetic (230)\*\*.

Publisher: The College Board, 250 Vesey Street, New York, New York 10281.

Contact: ACCUPLACER Program.

Telephone: (800) 607-5223, Fax (212) 253-4061.

4. Test: \*\*Texas Success Initiative (TSI) Assessment—Computer-adaptive tests and COMPANION TSI  
Forms T and V: Reading Placement Test, Writing Placement Test, Mathematics Placement Test  
Passing Scores: Reading Placement Test (336), Writing Placement Test (345), Mathematics Placement  
Test (326)

Publisher: The College Board, 250 Vesey Street, New York, New York 10281.

Contact: ACCUPLACER Program.

Telephone: (800) 607-5223, Fax (212) 253-4061.

\*\* The ACCUPLACER test has been redesigned since it was listed as an approved test in the 2006 notice.  
TSI is a new addition to the list of approved ATB tests. These tests are provisionally approved. To move from  
provisional approval to full approval the test publisher must submit additional information as noted in the test  
agreement signed by the test publisher and the Department, no later than two years from the effective date of  
the agreement 6/26/2020. In the event the Department denies full approval, the Department will provide  
notice of this through publication in the Federal Register, pursuant to 34 CFR 668.150(c)(3).

## **FINANCIAL INFORMATION**

### **PROGRAM HOUR MEASUREMENT**

For academic purposes, the institution follows the Carnegie clock-to-quarter credit hour conversion. For lecture, one quarter credit is equal to 10 clock hours, for laboratory, one quarter credit is equal to 20 clock hours, and for externship/internship, one quarter credit is equal to 30 clock hours. Each program is defined by its individual academic requirements, which are listed on the program description section of this catalog.

For Title IV Financial Aid purposes, an academic year is equivalent to 36 quarter credits and is a minimum of 30 weeks or 900 clock hours and is a minimum of 26 weeks. The institution complies with Federal requirements for clock-to-credit hour conversions which may be different from those required for academic purposes. One quarter credit equal 25 clock hours which may include lecture, laboratory, externship/internship and/or work outside of class when approved by applicable accreditation. In some cases, programs are required to be measured in clock hours for federal financial aid purposes which include: 1) *when the program is required to measure student progress in clock hours when receiving federal or state approval or licensure to offer the program; and/or 2) completing clock hours is a requirement for graduates to apply for licensure or the authorization to practice the occupation that the student is intending to pursue.*

The funding method of credit hour or clock hour used for each program for Title IV Financial Aid purposes is listed on the program description section of this catalog.

### **TUITION POLICY**

All tuition payment arrangements, including Financial Aid (FA), Cash, and Payment Plans, must be finalized before the student begins classes. Failure to complete these arrangements may result in the student being unable to attend classes. It is the student's responsibility to ensure that all necessary payments and documentation are submitted and approved in a timely manner.

The school accepts payments in cash, check, MasterCard and Visa.

Books, materials, and supplies are provided at no charge to the student, unless otherwise indicated. For any materials that are an additional charge, the student may choose to opt-out on the Enrollment Agreement.

### **DELINQUENT TUITION**

The student may be charged a \$10.00 late fee for payments received 10 days after the due date. Any student who is delinquent in payments to the school may be suspended or terminated from the school at the discretion of the administration until the school receives payment, or the student makes written payment arrangements acceptable to the school.

If an amount is due, a payment schedule is arranged. If a student does not follow the payment guidelines, after 90 days his/her account will be turned over to the Corporation's collection agency. The student will be responsible for all costs associated with collection.

### **SCHOLARSHIPS AND GRANTS**

#### **Alumni Scholarship**

Alumni from Milan Institute are eligible for a \$2000 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours. A \$1000 tuition scholarship is available for Alumni who enroll in a program less than 600 hours. The scholarship is only available once for Alumni and is considered a discount towards tuition.

#### **Follow Your Dreams Scholarship**

A \$1000.00 scholarship awarded to current or recent high school students who meet the necessary criteria and successfully complete their program.

### **Allied Health and Industrial Scholarship**

A \$1000.00 scholarship is awarded to aspiring students who meet the necessary criteria and successfully complete their program.

## **FINANCIAL AID**

Student Financial Aid is assistance which helps pay the cost of education. Funds included in this aid may be provided from several sources, including federal, state, and private agencies. Most financial aid recipients receive a combination “package” comprised of more than one type of assistance program.

### **How To Apply**

To begin the process of applying for most aid programs, including grants and loans, students must first complete the Free Application for Federal Student Aid (FAFSA). This document is considered the primary resource for establishing eligibility for need-based aid at this institution. Grant aid is money that does not have to be repaid. Loan assistance includes borrowed money that will be repaid by the applicant.

### **Financial Aid Programs**

The school participates in Title IV Federal Financial Assistance programs under authorization of the U.S. Department of Education, Office of Student Financial Assistance. Any student interested in obtaining Federal Aid should visit or call the financial aid office and request a Student Financial Aid Guide or visit [www.studentaid.ed.gov](http://www.studentaid.ed.gov) to view online federal assistance publications. All consumer information that is required to be disclosed pursuant to applicable financial aid programs is provided.

Title IV assistance may include grant aid from the Federal PELL Program and/or self-help aid in the form of Direct Loans. Federal Student Loans are required by law to provide a range of flexible repayment options, including but not limited to, income-based repayment and income-contingent repayment plans, and loan forgiveness benefits, which other student loans are not required to provide. Federal Direct Loans are available to students regardless of income.

Some applicants may be selected for a process called verification. Initial notification is provided through the Student Aid Report created in response to the Free Application for Federal Student Aid (FAFSA). The verification selection may cover one or more aspects of your FAFSA information; including but not limited to, tax data, number in household, SNAP benefits, child support paid, high school completion, and identity. Be aware there are deadlines and consequences associated with this requirement. You should contact the campus Financial Aid Office for additional information and assistance, should your file be selected for verification.

### **Other Programs**

Tuition Options payment arrangements are considered a private loan with a fixed interest rate based on the plan you have selected. This program does not determine interest based on the borrower's credit rating.

The information provided above and in referenced materials is not a guarantee of financial assistance. Individual need and circumstance must be evaluated to determine aid program eligibility. This need will be determined with and comply by all applicable federal, state and accreditation regulations.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest and fees, less the amount of any refund.

## **Methods Of Disbursement**

All Federal financial assistance awarded by the school is disbursed according to Federal regulations

## **SCHOOL CLOSURE POLICY**

If a program or course is cancelled subsequent to a student's enrollment, and before instruction in the program has begun, the school shall provide a full refund of all monies paid.

If the school closes permanently and ceases to offer instruction after students have enrolled, or if a program is cancelled after students have enrolled or instruction has begun, the school will provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school or if a student does not transfer to another school a full refund of all monies paid.

## **STUDENT'S RIGHT TO CANCEL – Cancellation Policy – ALLIED HEALTH AND INDUSTRIAL RELATED PROGRAMS**

A full refund of any tuition or fees paid will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) of the date the enrollment agreement is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement. If the enrollment agreement is cancelled after the third day from when the contract is signed, and within seven [7] days from the start of class stated on the agreement, Milan will refund the student any money s/he paid, less any deduction for equipment or supplies unless the materials have been either: opened, seal broken or missing, software log-on had occurred, or, if damaged in any way upon use by the student.

## **STUDENT'S RIGHT TO CANCEL – Cancellation Policy – Esthetician and Manicurist Programs**

Milan Institute advises each student that a notice of cancellation shall be in writing and that Milan Institute shall refund 100 percent of the amount paid for institutional charges, if the notice of cancellation is made through attendance within 7 days after the first scheduled class session. The enrollment agreement shall be signed by the student and by an authorized employee of the institution. If an applicant accepted by Milan Institute cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

## **STUDENT'S RIGHT TO CANCEL – Cancellation Policy – Barber, Cosmetology and Instructor Programs**

Milan Institute advises each student that a notice of cancellation shall be in writing and that Milan Institute shall refund 100 percent of the amount paid for institutional charges, if the notice of cancellation is made through attendance within 14 days after the first scheduled class session. The enrollment agreement shall be signed by the student and by an authorized employee of the institution. If an applicant accepted by Milan Institute cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

## **REFUND POLICY – ALLIED HEALTH AND INDUSTRIAL RELATED PROGRAMS**

Institutions are required to apply State, Licensing and/or Accreditation refund policies as applicable to the location and program attended. If more than one set of regulations applies, the calculation that best benefits the student will be the refund policy adopted. Please be sure to review the refund policy for your selected program.

The refund will be the larger of the amount provided under New Mexico State Law, which states:

1. Refund computations will be based on the period of enrollment in the program through the last date of

attendance. Leaves of absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance.

2. The effective date of termination for refund purposes will be the earliest of the following:
  - a. The last day of attendance if the student is terminated by the school
  - b. The date of receipt of notice of withdrawal from the student; or
  - c. after 14 calendar days or 10 consecutive school class days [whichever is earlier] in which no academic participation and/or attendance have been recorded indicating an abandonment of studies.
3. If tuition and fees are collected, in advance of entrance, and if after expiration of the 72-hour cancellation privilege, the student does not enter school, not more than \$100 shall be retained by the school.
4. If a student enters an education program and withdraws, or, is otherwise terminated after the cancellation period, Milan may retain not more than \$100 in any administrative fees charged for the entire program.

#### **Refund Policy for Programs Obligating Students for Periods Beyond Twelve Months**

Programs longer than 12 months that financially obligate the student for any period of time beyond 12 months shall release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the first 12 months shall be based on the rules above. If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on the rules above.

#### **REFUND POLICY – COSMETOLOGY RELATED PROGRAMS**

Institutions are required to apply State, Licensing and/or Accreditation refund policies as applicable to the location and program attended. If more than one set of regulations applies, the calculation that best benefits the student will be the refund policy adopted.

The student has the right to withdraw from a course of instruction at any time. The student is obligated to pay only for educational services rendered and for unreturned equipment. If the student withdraws from a program of instruction after the period allowed for cancellation of the agreement, as listed above: "Student's Right to Cancel" the school will remit a refund within 30 days following the student's withdrawal whether officially or unofficially.

A "fair and equitable refund" will be computed based on scheduled hours of class attendance through the last date of attendance. Leaves of absence published scheduled breaks and school holidays will not be counted as part of the scheduled class attendance.

Books, supplies, associated taxes on said items, are provided at no cost, unless otherwise noted on the Enrollment Agreement.

The school may not retain more than \$100 if:

- (A) tuition is collected before the course of training begins; and
- (B) the student fails to withdraw from the course of training before the cancellation period expires.

#### **Refunds shall be calculated as follows:**

- (a) If a student begins a course of training that is scheduled to run not more than 12 months and, during the last 50 percent of the course, withdraws from the course or is terminated by the school, the school:
  - (1) may retain 100 percent of the tuition and fees paid by the student; and
  - (2) is not obligated to refund any additional outstanding tuition.

(b) If a student begins a course of training that is scheduled to run not more than 12 months and, before the last 50 percent of the course, withdraws from the course or is terminated by the school, the school shall refund:

- (1) 90 percent of any outstanding tuition for a withdrawal or termination that occurs during the first week or first one-tenth of the course, whichever period is shorter;
- (2) 80 percent of any outstanding tuition for a withdrawal or termination that occurs after the first week or first one-tenth of the course, whichever period is shorter, but within the first three weeks of the course;
- (3) 75 percent of any outstanding tuition for a withdrawal or termination that occurs after the first three weeks of the course but not later than the completion of the first 25 percent of the course; and
- (4) 50 percent of any outstanding tuition for a withdrawal or termination that occurs not later than the completion of the first 50 percent of the course.

(c) A refund owed under this section must be paid not later than the 30th day after the date the student becomes eligible for the refund.

If the student obtains equipment, as specified in the enrollment agreement as a separate charge and returns it unused within 30 days following the date of the student's withdrawal, the school shall refund the charge for the unused equipment paid by the student. If the student fails to return the equipment within this 30-days period, the school may offset the documented costs to the school of that equipment against the refund due. The student shall be liable for the amount, if any, by which the documented costs for the equipment exceed the refund amount. For a list of these costs, please see the enrollment agreement addenda.

If the student has paid in more than the amount that the student owes for the time, he/she has attended, then a refund will be made within 30 days. If the amount that the student owes is more than the student has already paid, the student will be responsible for the balance.

#### **Refund Policy for Programs Obligating Students for Periods Beyond Twelve Months**

Programs longer than 12 months that financially obligate the student for any period of time beyond 12 months shall release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the first 12 months shall be based on the rules above. If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on the rules above.

#### **REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.**

A student at the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States may elect one of the following options for each program in which the student is enrolled:

- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

1. Satisfactorily completed at least 90 percent of the required coursework for the program; and;

2. Demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 30 days after the effective date of termination.

#### **WITHDRAWAL DATE**

Withdrawal is the termination of an enrolled student prior to successful completion of a program. Classifications of withdrawals include but are not limited to a drop, dismissal, and out-of-school transfer.

A student may officially withdraw by providing notification either orally or in writing to any school official. For purposes of an unofficial withdrawal and the date of determination for tuition refund and Return to Title IV purposes, the determination of withdrawal can be no more than 14 consecutive calendar days from the last date of attendance, except in those cases when a student fails to return from a scheduled leave. Milan Institute is an institution that is required to take attendance, and, as such, is expected to have a procedure for routinely monitoring attendance of its students to determine, in a timely manner, when a student ceases to be enrolled and attending.

Milan Institute states that the date of determination that the student withdrew is no later than 14 days after the student's last date of attendance as determined by its attendance records.

#### **RETURN OF TITLE IV FUNDS (R2T4)**

When a student withdraws from a program, a campus is required to determine the earned and unearned portions of Title IV aid. The determination is based on the amount of time the student spent in attendance or, in the case of a clock-hour program, was scheduled to be in attendance.

Up through the 60% point in each payment period or period of enrollment, a pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal. After the 60% point in the payment period or period of enrollment, a student has earned 100% of the Title IV funds he or she was scheduled to receive during the period.

For a student who withdraws after the 60% point-in-time, there are no unearned funds.

If the amount that the student has paid is more than the amount that the student owes for the time he/she has attended, then a refund will be made within 30 days. If a student who has received Title IV, HEA program assistance is owed a refund, the school will allocate the refund in the following order: Federal Direct Loan Program, Federal Parent Loan for Undergraduate Study (PLUS), Federal Pell Grant, any other Title IV Assistance, to student. If there is a balance due, the student is responsible for paying it.

#### **TREATMENT OF TITLE IV AID WHEN A STUDENT WITHDRAWS**

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Iraq, and Afghanistan Service Grants, TEACH Grants, Stafford Loans, PLUS Loans, Federal Supplemental Educational Opportunity Grants (FSEOGs) and Federal Perkins Loans.

When you withdraw during your payment period or period of enrollment (your school can define these for you and tell you which one applies), the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula. If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received

more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive. Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period.

If you did not receive all of the funds that you earned, you may be due a post-withdrawal disbursement. If your Post-withdrawal disbursement includes loan funds, your school must receive your permission before it can disburse them. You may choose to decline some or all of the loan funds so that you do not incur additional debt. Your school may automatically use all or a portion of your post-withdrawal disbursement of grant funds for tuition and fees. The school must receive your permission to use the post-withdrawal grant disbursement for all other school charges. If you do not give your permission, you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt at the school.

There may be some Title IV funds that you were scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not receive any Direct Loan funds that you would have received had you remain enrolled beyond the 30<sup>th</sup> calendar day. If you receive (or your school or parent receive on your behalf) excess Title IV program funds that must be returned, your school must return a portion of the excess equal to the lesser of:

1. your institutional charges multiplied by the unearned percentage of your funds, or
2. the entire amount of excess funds.

The school must return this amount even if the school did not retain this amount of your Title IV program funds.

If your school is not required to return all of the excess funds, you must return the remaining amount.

Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time. In addition, you may have exhausted all or a portion of your grace period and repayment of Direct Student Loans may begin immediately.

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You must make arrangements with your school or the Department of Education to return the unearned grant funds. You do not have to repay a grant overpayment if the original amount of the overpayment is \$50 or less.

The requirements for Title IV program funds when you withdraw are separate from any refund policy that your school may have. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your school may also charge you for any Title IV program funds that the school was required to return

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-433-3243). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at [www.studentaid.ed.gov](http://www.studentaid.ed.gov).

#### **ENROLLMENT TIME**

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in school. Any monies due the applicant or student shall be refunded within thirty (30) days from the withdrawal date, or in the case of a leave of absence, the earlier of the documented date of scheduled return or the date the student notifies the institution that he/she will not be returning.

## **STUDENT INFORMATION**

### **STUDENT INFORMATION PORTAL**

The Student Information Portal provides instant access to students' academic information, attendance reports, student ledger, payment schedule, financial aid awards and more. The portal should be utilized to view and monitor students' progress throughout school. Students can access the portal at any time through the internet with a unique user ID and password inside or outside our network at <http://studentinfo.milaninstitute.edu>

### **CAREER SERVICES/PLACEMENT**

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, conducting mock-interviews, providing job readiness workshops, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

### **NONDISCRIMINATION**

Milan does not discriminate on the basis of race, color, national origin, sex, disability, or age in its educational programs and activities. Nondiscrimination is required by Title IX and DOE regulations and extends to admissions activities and employment.

Inquiries about Title IX may be referred to the Title IX Coordinator, the Office of Civil Rights (OCR), or both.

The Title IX Coordinator for Milan can be reached at:

Address: Title IX Coordinator  
Milan Institute  
2345 W. Beech Ave. #4139  
Visalia, CA 93277  
Email: [TitleIX@milaninstitute.edu](mailto:TitleIX@milaninstitute.edu)  
Phone: 559-707-8050

The OCR can be reached at <https://www2.ed.gov/about/offices/list/ocr/index.html>

Any other issues related to nondiscrimination policies and complaints of discrimination should be directed to the School Director or the Corporate Compliance Department. The School Director maintains an office on campus. He/she may be contacted by visiting the campus or via telephone (Complete campus contact information is provided on cover page of this publication). To reach the Corporate Compliance Department, please complete the Student Complaint form at <https://milaninstitute.edu/student-complaint-form> and a member of the department will respond via email.

For further information on notice of non-discrimination, visit:

<http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm> for the address and phone number of the office that serves your area or call 1-800-421-3481.

## **STUDENTS WITH DISABILITIES**

Milan is committed to providing reasonable accommodations, including appropriate auxiliary aids and services, to qualified individuals with a disability, unless providing such accommodations would result in an undue burden or fundamentally alter the nature of the programs offered by Milan.

Students requesting auxiliary aid and services must submit an Application for Auxiliary Aid, including supporting documentation, to the School Director. An application for Auxiliary Aid may be requested from the School Director or Director of Education. Applications must be submitted at least two weeks before classes commence, or as soon as possible. Supporting documentation must be in the form of a documented physical, medical, or psychological condition which has been verified by a professional. Delays in submission of all required documentation will delay a decision regarding the request for accommodation.

Decisions are made to grant or deny requests for accommodations within ten (10) business days of receipt of all requested documentation. Disagreements regarding an appropriate auxiliary aid and alleged violations of this policy should be directed to the website to complete the Student Complaint form at <https://milaninstitute.edu/student-complaint-form>. The Corporate Compliance department will respond via email.

## **LEARNING RESOURCES**

Milan Institute has a variety of reference books and current publications available to students. All reference materials may be checked out by the students from the instructors that maintain the libraries. Students are also encouraged to use local public libraries.

## **STUDENT RATIO**

An effort is made to keep instructor/student ratios at levels most appropriate to deliver effective education and to adhere to accreditation and/or state mandates. For the Allied Health programs, the maximum instructor/student ratio in lecture classes is 20 students to 1 instructor; in medical labs the ratio is 20 students to 1 instructor. When needed, a teaching assistant is provided to further reduce the ratio. For the Cosmetology-Related programs, the student/teacher ratio does not exceed twenty students in attendance per instructor.

## **STUDENT WITHDRAWAL BY SCHOOL**

Milan Institute may withdraw a student from their program of study at any time for the following reasons: unsatisfactory grades, poor attendance, use of controlled substances on campus, conduct detrimental to the school, failure to comply with financial aid regulations or non-observance of other student regulations and conduct policies.

## **STUDENT CODE OF CONDUCT**

The school sets forth specific expectations for the purpose of promoting a positive learning environment and a pathway to career success. Developing efficient work habits, a positive attitude and definite goals during training can only enhance the graduate's potential for success.

### **Students are expected to:**

1. Attend all classes according to the assigned schedule including theory classes even if all required tests are completed. Theory class is a critical part of your training.
2. Arrive for all classes on time. Students may not be allowed to attend class or to clock in until the scheduled class is dismissed. The determination will be made by school staff based on the circumstances causing the tardiness. Excessive tardiness may result in suspension.
3. Complete all assigned theory, practical and clinic assignments in the designated time frames. It is the student's responsibility to contact the instructor regarding makeup exams. The Final Transcript of Hours will not be released to the student or State Board until all graduation requirements have been met and a comprehensive final written and practical exam has been passed.

4. Notify a staff member within one (1) hour of your start time of absenteeism or tardiness so that proper arrangements can be made to service clients that may be scheduled.
5. Notify a staff member when leaving the facility for any reason other than lunch time and closing.
6. Only perform services on clients after successfully completing the Phase One Requirements and have passed a written and practical competency evaluation.
7. Practice courtesy and professionalism at all times when dealing with other students, clients, instructors, staff and visitors.
8. Follow all state laws and regulations at all times during school.
9. Comply with the school's Satisfactory Academic Progress Policy at all times. Failure to maintain satisfactory progress may cause loss of or delays in funding, delay in graduation and additional tuition charges.
10. Park only in the designated areas for student parking. Front row parking is ALWAYS reserved for client use. The school does provide parking for its students.
11. Keep all student and client analysis and service records up to date.
12. Recommend and prescribe appropriate services and retail products to each client assigned in order to develop professional skills.
13. Strive to continually improve abilities through education and practice.
14. Adhere to school-determined safety and social distancing requirements.

#### **GROUNDS FOR DISCIPLINARY ACTION**

The following types of social behavior that keep you and your fellow students from learning are not acceptable and may result in a warning, probation, suspension and/or termination. *Milan reserves the right to take any disciplinary action it deems necessary and reasonable under the circumstances.*

- a. Refusing to service an assigned customer or refusing to comply with the instructor's assignment. Unprepared or refusal to perform a clinic service or practical assignment may result in the student leaving for the day. Excessive refusals may result in termination.
- b. Disrupting class or sleeping in class.
- c. Not involved in curriculum related activities at all times while clocked in. Students who are clocked in may not linger in the facility and distract other students from training responsibilities. Excessive time in the student lounge is not allowed.
- d. Unauthorized personal visitors to the school. Guests will be asked to leave unless they are scheduled for a service in the student salon.
- e. Using the business phone or personal cellular phone for incoming or outgoing calls without the expressed permission of a staff member.
- f. Cheating, dishonesty, or falsification of records.
- g. Not following scheduled breaks. The time for breaks will depend on the classes scheduled and the student salon floor services that are assigned. Students are required to clock out for a minimum of 30 minutes each day for a lunch break. Failure to do so may result in lost time and/or disciplinary action. As consideration to fellow students, clients, and instructors, please notify the school if you are not returning from a lunch break.
- h. Not following time clock procedures by not clocking in and out accurately to reflect hours in attendance. No student may clock in/out for others. If a student fails to clock in/ out, they will not receive credit for time in school.
- i. Not following sanitation requirements. Understand that training involves sanitation, cleanliness, and equipment care. Students are responsible for personal workstations and work areas. Daily assigned sanitation duties must be evaluated before clocking out each day. State Board requires all students to follow sanitation rules and practices at all times.
- j. Non-compliance with the published dress code which includes students wearing the required name

badge and practicing proper hygiene and grooming at all times. Students not in compliance with dress code will not be allowed to clock in until in compliance.

- k. Violation of Student Social Media policy or Anti-Bullying policy.
- l. Criticizing another student's work.
- m. Cursing; using foul language or vulgar language; immoral or unprofessional conduct, discussing sexual activities or beliefs, unethical and unprofessional subject matter during school hours.
- n. Arguing with an instructor in the presence of another student or customer.
- o. Consuming or possessing alcoholic beverages and/or illegal substances during school time or on school grounds.
- p. No smoking, chewing gum, eating and/or drinking except in designated areas.
- q. Theft from a student, customer, or school (property and/or money) will result in immediate termination. Students are responsible for the security of their own property. The school is not responsible for lost, stolen, missing, and/or broken items.
- r. Behavior which creates a safety hazard to self, students, faculty, or staff including, but not limited to willful destruction of property and possession of weapons while on campus.
- s. Threats of violence, or the credible accusation of such, will result in IMMEDIATE suspension to allow for a thorough investigation of the situation. This investigation will be conducted within 3 business days and the student will be notified of the outcome by the Campus Director.
- t. Non-compliance with school-determined safety and social distancing requirements.
- u. Violation of the Title IX Sexual Harassment Policy, Student Sexual Harassment Policy (Non-Title IX), or Student Sexual Assault, Domestic and Dating Violence Policy.

A student who, upon violation of a conduct policy or other egregious behavior or incident, may be placed on a status of Conduct Probation due to conduct unbecoming of a student at Milan. This status is an official warning that the student's conduct is in violation of Milan Student Rules, but does not merit, at this point, an expulsion or suspension.

A student on conduct probation is deemed "not in good standing" with Milan. If there is a finding of responsibility for subsequent violations of the student rules during this period of time, more severe sanctions may be administered including immediate termination. Student who are subjected to Conduct Violations face actions to be determined based on the severity of the issue at hand and documentation of such will remain in the permanent student file.

Milan may remove a student who has been accused of committing a Title IX sexual harassment violation from campus on an emergency basis, provided an individualized safety and risk analysis is completed and a determination is made that there is an immediate threat to the physical health or safety of any individual. Once the student is removed from campus, the school will provide the student with written notice and guidance on how to immediately challenge the decision.

## **CHEATING POLICY**

Dishonesty includes, but is not limited to, cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false or misleading information to the school's instructors, or administrative staff.

When a student is charged with cheating or plagiarism, and the instructor has proof to back up the charges, or a student admits to the charges when confronted, the instructor may handle the situation in the following ways:

- 1. Issue an oral warning or a written warning that will be put in the student's permanent academic file.
- 2. Issue the student an "F" or "0" on the assignment or test in question.
- 3. Issue the student an "F" for the entire class.

4. Refer the student to the school director for disciplinary action, which may include suspension or dismissal from the school.

#### **COPYRIGHT INFRINGEMENT POLICY**

Compliance with federal copyright law is expected of all students. "Copyright" is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea.

Text (including email and web information), graphics, art, photographs, music, and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner.

You may "use" all or part of a copyrighted work only if (a) you have the copyright owner's permission, or (b) you qualify for a legal exception (the most common exception is called "fair use"). "Use" of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work.

Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law. Violations of copyright law that occur on or over the school's networks or other computer resources may create liability for the school as well as the computer user.

Students who violate Copyright Infringement Policy are subject to disciplinary action, including suspension and termination.

#### **Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws:**

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

#### **Legal Alternatives:**

An extensive online list of legal downloading resources is available at <http://www.educause.edu/legalcontent> . EDUCAUSE, is a nonprofit organization committed to promoting the intelligent use of information technology to advance higher education. Resources on the list include websites such as Amazon MP3 Downloads, MediaNet and Best Buy.

#### **DRUG-FREE ENVIRONMENT**

In recognition of the problems associated with drug and alcohol abuse in society today, *Milan Institute* provides all students and employees with the following information:

1. The unlawful possession, use or distribution of illicit drugs and alcohol on school property or in connection with any school activity is strictly prohibited. This prohibition applies to all students and employees.
2. The following legal sanctions are applicable for the unlawful possession or distribution of illicit drugs and alcohol:

**Local:** Penalties vary based on the severity of the offense and the number of offenses. Sanctions for possession of an illegal substance for the first time could range from fines of \$40,000 and up but not limited to 40 years imprisonment.

**State:** Penalties vary based on the nature of the illegal substance, the offense and whether there is a repeat offense. First offenders may receive up to nine years with repeat offenders could receive life imprisonment. A schedule of fines up to but not limited to \$50,000 also is in place.

**Federal:** Penalties for unlawful manufacturing, distributing and dispensing of controlled substances are provided under the Federal Controlled Substances Act. The penalties are determined by the nature of the drug or other substance, the amount of drugs or other substance involved, and the number of offenses.

#### **Examples of Federal Drug Trafficking Penalties:**

	<b>First Offense</b>	<b>Second Offense</b>
Marijuana (1,000 kg or more)	Not less than 10 years	Not less than 20 years
Heroin (100-999 grams)	Not less than 5 years	Not less than 10 years
	Not more than 40 years	Not more than life

3. There are various health risks associated with the use of illicit drugs and the abuse of alcohol. Some of the more common problems are cited below:

**Marijuana**—Use can lead to an increase in heart rate up to 50%, a sense of euphoria, acute anxiety, and tremendous mood swings. There is a potential for long term physical and psychological damage.

**Cocaine**—Use can affect the brain in seconds and result in heart or respiratory failure.

**Crack**—Use can lead to an intense high within seconds, deep depression, and an intense dependency in a short time.

**Amphetamines**—Use increase heart and breathing rates, raises blood pressure while often causing blurred vision, dizziness, lack of sleep and anxiety. Body chemistry is upset and can lead to long term physical problems.

**Alcohol**—Use can lead to a feeling of confidence and control. Liver, brain, heart, and stomach destruction goes on even without apparent symptoms. Use for a period of time often causes dependency and may be fatal.

4. There is help available to our students and employees. Milan Institute offers a confidential referral program for employees and students. Further information is available in the school administrative office and in the Drug Awareness section of this publication.

5. Any student or employee who is a drug or alcohol offender will have disciplinary action imposed by the school. These sanctions may include any or all of the following:

- Mandated treatment for problem.
- Mandated attendance at local treatment center.
- Mandated completion of a drug rehabilitation program.
- Mandated probation period not to exceed one month.
- Expulsion from school or discharge from employment.

## **CONTROLLED SUBSTANCE POLICY AND NOTICE TO ALL EMPLOYEES AND STUDENTS**

This statement is distributed to all new students and employees at the orientation session prior to commencing classes or employment and is updated each year of attendance or employment.

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance within the premises of the school is strictly prohibited. Employees and students violating this rule will be subject to immediate termination of employment or school program. Drug free awareness program and detailed information regarding dangers of drug abuse, assistance with drug counseling and rehabilitation programs are available.

These local agencies can provide assistance to our employees, students and their families.

The Council on Recovery

303 Jackson Hill St.

Houston, TX 77007

(713) 942-4100

Bay Area Council on Drugs

1300 A Bay Area Blvd Suite 102

Houston, TX 77058

(800) 510-31111

As stated above, students and employees are subject to termination for violation of this school rule. In addition, persons distributing drugs to employees or students will be referred to the authorities and charges of drug distribution will be pressed by the school.

A. Your continued schooling and/or employment is subject to:

1. Abide by the terms of this statement, and
2. Notify the administration of any criminal statute conviction for a violation occurring in the workplace no later than 5 days after such conviction.

B. The U.S. Department of Education will be notified within 10 days after receiving notice under subparagraph A. 2. from an employee or student or otherwise a copy of such conviction will be submitted to the U.S. Department of Education.

C. The school will take the following actions within 30 days of receiving notice under subparagraph A.2. with respect to any employee or student who is so convicted.

1. Terminate employment of the employee or the schooling of the student, or
2. Require such employee or student to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by Federal, State, or local health, enforcement, or other appropriate agency.

D. Any student that is convicted of any offense, during a period of enrollment for which the student is receiving Title IV, HEA programs funds, under any federal or state law involving the possession or sale of illegal drugs will result in the loss of eligibility for any Title IV, HEA grant, loan, or work-study assistance (HEA Sec. 484 (r) (1)); (20 U.S.C. 1091 (r) (1)).

### **Drug Information Hot Lines:**

National Institute on Drug Abuse

(800) 662-HELP

(800) 843-4971

National Clearinghouse for Drug Information

(800) 729-6686

U.S. Dept of Education, SouthWest Region

(213) 598-7661

U.S. Dept of Education Task Force

(202) 708-9069

## **TITLE IX SEXUAL HARASSMENT POLICY**

Title IX of the Education Amendments of 1972 protects people from discrimination based on sex in education programs or activities that receive Federal financial assistance. Title IX Sexual Harassment is defined as conduct on the basis of sex that satisfies one or more of the following:

- unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the school's education program or activity.
- an employee of the school conditioning the provision of an aid, benefit, or service of the school on an individual's participation in unwelcome sexual conduct; or
- sexual assault, as defined in the Clery Act, or dating violence, domestic violence, or stalking as defined in Violence Against Women Act (VAWA).

Any person may report sex discrimination, including sexual harassment (whether or not the person reporting is the person alleged to be the victim), to the Title IX Coordinator at any time by mail, by telephone, or by e-mail. Students (active or potential) or Employees (active or potential) who feel they are a victim of sexual harassment should be directed to contact the Title IX Coordinator.

The Title IX Coordinator can be reached at:

Title IX Coordinator  
c/o Milan Institute  
2345 W. Beech Ave. #4139  
Visalia, CA 93277  
[TitleIX@milaninstitute.edu](mailto:TitleIX@milaninstitute.edu)  
559-707-8050

Milan's obligations under Title IX are triggered upon having actual knowledge of alleged sexual harassment that occurred within its educational program or activity against a person in the United States. Milan may have obligations under Title IX even in absence of a formal complaint. Once these obligations are triggered, Milan will respond promptly and without deliberate indifference.

No employee of Milan may intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title IX or this part, or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing under this part.

The presumption is that the person accused of being the perpetrator of conduct that could constitute sexual harassment conduct is not responsible for the alleged conduct until a determination is made at the end of the grievance process. This does not imply that the alleged conduct did not occur but rather ensures Milan staff do not take action against the alleged perpetrator as though the alleged conduct occurred prior to final determination. All Milan staff involved in the Title IX process interact with both parties impartially throughout the grievance process without prejudgment and without drawing inferences about credibility based on the person's role.

## **STUDENT SEXUAL HARASSMENT POLICY (NON-TITLE IX)**

### **Policy Overview**

It is the policy of Milan to ensure that students can learn in a safe and nondiscriminatory educational environment based on religious, racial, sexual harassment and violence. Milan strictly prohibits any form of religious, racial, sexual harassment and violence. It is a violation of college's policy for a student, faculty member, staff member, administrator, third party or other employee to harass a student, faculty member, administrator or other college personnel through conduct or communication of a sexual nature. It is a violation of college's policy for any student, faculty member, administrator, third party or other college personnel of Milan to inflict or threaten to inflict, or attempt to inflict sexual violence upon any student, faculty member, administrator, or other college personnel.

### **Definitions—Sexual Harassment**

Non-Title IX Sexual Harassment consists of unwelcome sexual advances, requests for sexual favors, sexually motivated physical conduct or other verbal or physical conduct or communication of a sexual nature that does not meet the requirements of Title IX sexual harassment when:

- submission to that conduct or communication is made a term or condition, either explicitly, of obtaining or retaining employment, or of obtaining an education; or
- submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment or education; or
- that conduct or communication has the purpose or effect of substantially or unreasonably interfering with an individual's employment or education, or creating an intimidating, hostile or offensive employment or education environment.

Non-Title IX sexual harassment may also include but is not limited to:

- unwelcome verbal harassment or abuse;
- unwelcome pressure for sexual activity;
- unwelcome, sexually motivated, or inappropriate patting, pinching or physical contact, other than necessary restraint of student(s) by faculty members, administrators, college law enforcement, or other college personnel to avoid physical harm to persons or property;
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt threats concerning an individual's employment or educational status;
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or education status; or
- unwelcomed behavior or words directed at an individual because of gender.
- Of importance is to note that sexual harassment or violence does not have to occur between different genders. Same sex harassment and violence will be treated equally as sexual harassment or violence between same sex members.

### **REPORTING**

Any person who believes he or she has been the victim of sexual harassment or violence by a student, faculty member, administrator or other college personnel of Milan should report the occurrence to either the School Director or the Corporate Compliance Department. To reach the Corporate Compliance Department, persons need to complete the Student Complaint form at <https://milaninstitute.edu/student-complaint-form> and a member of the department will respond via email.

### **PRIVACY**

Milan will respect the privacy of the complainant, the individual(s) against whom the complaint is filed, and the witnesses as much as possible. The college will attempt to honor a student's request that his or her name be withheld if this can be done consistently with the school's obligation to remedy the harassment and take steps to prevent further harassment.

## **ACTION**

Milan is required to investigate all accusations of sexual harassment and violence and to take the appropriate actions which could include disciplinary proceedings against any individuals found to be in violation of this policy.

## **ANTI-RETRIBUTION**

Any person who retaliates against another for testifying, assisting, or participating in an investigation or proceeding relating to harassment or violence shall be subject to discipline. Retaliation includes, but is not limited to, any form of intimidation, retribution, or harassment.

## **STUDENT SEXUAL ASSAULT, DOMESTIC AND DATING VIOLENCE POLICY**

Milan is committed to maintaining a safe and secure campus for all of its students **and** employees. Milan's policy on Sexual Violence, Domestic Violence and Dating Violence specifically addresses procedures that must be followed when an incident of sexual assault, domestic violence, dating violence or stalking is reported.

For detailed information and a copy of our policy, awareness, and programs available, please visit: <https://milaninstitute.edu/consumer-and-clery-information>

## **STUDENT SOCIAL MEDIA POLICY**

Milan Institute recognizes that social media is a powerful tool for communication and self-expression. While it offers students opportunities to connect and share, it also comes with responsibilities. This policy clarifies expectations for all students engaging on social media to ensure online behavior reflects the values of respect, professionalism, and inclusivity that Milan Institute upholds.

### **Scope and Applicability**

This policy applies to all student activity on social media, whether public or private, and regardless of whether Milan Institute is explicitly mentioned. Any online content that impacts the school environment, educational experience, or Milan's reputation is subject to review under this policy.

Social media includes (but is not limited to): Facebook, Instagram, X (formerly Twitter), TikTok, YouTube, LinkedIn, Reddit, Snapchat, Discord, blogging platforms, forums, and any other platform where users post or share content publicly or semi-publicly.

### **Professional Conduct Expectations**

Students are expected to conduct themselves professionally at all times online. In accordance with Milan Institute's Conduct Policy, the following are prohibited:

- Using vulgar, obscene, or profane language.
- Making hostile, threatening, or defamatory comments about individuals or groups.
- Posting or sharing content that is discriminatory based on race, ethnicity, national origin, gender, sexual orientation, religion, age, disability, or any protected characteristic.
- Encouraging or depicting violence, drug use, or illegal activity.
- Sharing confidential or proprietary information, including photos or videos taken on Milan campuses or recordings/video of distance education sessions without permission.
- Harassing other students, staff, faculty, or clients—even if the conduct occurs outside of scheduled hours.
- Posting defamatory content about staff, faculty, client or other student's family, children, or personal relationships without their express permission.

### **Use of Milan's Name, Property, or Imagery**

Any content that features Milan Institute—such as photos on campus, tags using the school's name, or comments about instructors, staff, or students—must be appropriate and professional. Students are subject to

this policy regardless of whether Milan is directly tagged or referenced. Use of Milan's logos or branding without permission is prohibited.

### **Addressing Concerns**

Social media is not an appropriate channel to resolve grievances. Students with concerns regarding administration, instruction, or policy enforcement must follow the school's official Grievance Policy. Inappropriate or disparaging online conduct used as a substitute for grievance resolution will be treated as a violation of this policy.

### **Disciplinary Action**

Violations of this policy may result in disciplinary action, including warnings, probation, suspension, or dismissal, depending on the severity of the offense. Milan Institute reserves the right to remove inappropriate content from its platforms and investigate any conduct that undermines campus safety or student well-being.

### **Freedom of Expression**

Milan Institute supports students' rights to free expression. This policy is not intended to suppress constructive criticism or personal opinion. However, when expression crosses into harassment, discrimination, or policy violations, Milan has an obligation to act to preserve a safe and respectful learning environment.

### **Agreement to Terms**

Students who post on Milan-managed platforms agree that their content may be reviewed, reproduced, or removed at the school's discretion. Students must not violate copyright laws, post advertisements or spam, or impersonate others in any form of media.

## **ANTI-BULLYING STATEMENT**

Milan Institute believes that all students have a right to a safe and healthy school environment in which mutual respect, tolerance, and acceptance are fostered.

Milan Institute will not tolerate behavior that infringes on the safety of any student. A student shall not intimidate, harass, or bully another student through words or actions. Such behavior includes direct physical contact, such as hitting or shoving; verbal assaults, such as teasing or name-calling; social isolation or manipulation; threats either directly or indirectly or any other activities that create a hostile environment at school that is sufficiently serious that it interferes with or limits a student's ability to participate in or benefit from the services, activities, or opportunities offered by a school.

Milan Institute expects students and/or staff to immediately report incidents of bullying to the Campus Director. Staff members who witness such acts will take immediate steps to intervene when safe to do so. Each complaint of bullying will be promptly investigated. This policy applies to students on school grounds, while traveling to and from school or a school-sponsored activity and during a school-sponsored activity.

Students who bully are in violation of this policy and are subject to disciplinary action up to and including termination.

## **STUDENT GRIEVANCE POLICY – ALLIED HEALTH AND INDUSTRIAL RELATED PROGRAMS**

When problems arise, students should make every attempt to resolve the issue by following the formal complaint procedure. The procedure is as follows:

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue cannot be resolved with the instructor, contact the School Director to schedule a meeting to discuss the concern.

3. If a mutual solution cannot be reached with the School Director, the student should submit an appeal using the written complaint online at [www.milaninstitute.edu/student-complaint-form](http://www.milaninstitute.edu/student-complaint-form). A corporate mediator will facilitate review of the grievance within 10 days and a written response will be sent to the complainant with the decision and/or resolution.
4. The student has the right to submit a complaint letter to the school's state agencies and/or accrediting agency.
  - a. Complaints submitted to the school's accrediting agency may be submitted by mail or email to the address below.

Council on Occupational Education (COE)  
7840 Roswell Road, Building 300, Suite 325  
Atlanta, GA 30350  
Phone: (770) 396-3898 FAX: (770) 396-3790  
[www.council.org](http://www.council.org).
  - b. Complaints that cannot be resolved at the institution can be submitted to the New Mexico Higher Education Department at the address below.

New Mexico Higher Education Department  
2044 Galisteo Street, Suite 4  
Santa Fe, NM 87505  
Phone: (505) 476-8400  
Hed.nm.gov

The school maintains its complaint log for at least two years.

### **STUDENT GRIEVANCE POLICY – COSMETOLOGY RELATED PROGRAMS**

When problems arise, students should make every attempt to resolve the issue by following the formal complaint procedure. The procedure is as follows:

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue cannot be resolved with the instructor, contact the School Director to schedule a meeting to discuss the concern.
3. If a mutual solution cannot be reached with the school Director, the student should submit an appeal using the written complaint online at [www.milaninstitute.edu/student-complaint-form](http://www.milaninstitute.edu/student-complaint-form). A corporate mediator will facilitate review of the grievance within 10 days and a written response will be sent to the complainant with the decision and/or resolution.
4. The student has the right to submit a complaint letter to the school's state agencies and/or accrediting agency.
  - a. The school's accrediting agency is the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Phone: (770) 396-3898, FAX: (770) 396-3790, [www.council.org](http://www.council.org). The letter must contain the nature of the problem (s).
  - b. The school's state agency is the New Mexico Regulation & Licensing Department located at P. O. Box 25101 Santa Fe, New Mexico 87505, and Phone: (505) 476-8400.
  - c. The New Mexico Higher Education Department can be contacted in case the complaint cannot be resolved at the institution - located at 2044 Galisteo Street, Suite 4, Santa Fe, NM 87505, Phone: 505-476-8400, hed.nm.gov

The school maintains its complaint log for at least two years.

## **ARBITRATION POLICY**

Should a dispute arise, which could not be settled through the school's internal grievance procedures, students and the school have agreed to arbitration at the time of enrollment as the only means legal recourse. Any dispute a student may bring against Amarillo College of Hairdressing, Inc., and/or any of its wholly owned subsidiaries, Milan Institute, Milan Institute of Cosmetology, or any of its parents, subsidiaries, successors, officers, directors, or employees, without limitation, (hereinafter collectively and individually referred to as "ACH") or which ACH may bring against a student, no matter how characterized, pleaded or styled, shall be resolved by binding arbitration pursuant to the Federal Arbitration Act and conducted by the American Arbitration Association

("AAA"), at the ACH location which the student attends or was attending, and under its Supplementary Rules for Consumer Related Disputes, and decided by a single arbitrator. Any dispute over the interpretation, enforceability or scope of this Arbitration Agreement shall be decided by the Arbitrator, and not by a Court. Both students and school explicitly waive any right to a jury trial and understand that the decision of the arbitrator will be binding, and not merely advisory.

Neither ACH nor student shall file any lawsuit against the other in any court and agree that any suit filed in violation of this provision shall be promptly dismissed by the court in favor of arbitration. Both ACH and student agree that the party enforcing arbitration shall be awarded costs and fees of compelling arbitration.

The costs of the arbitration filing fee, arbitrator's compensation, and facilities fees that exceed the applicable court filing fee will be paid by ACH.

Any dispute or claim brought by ACH or student shall be brought solely in their individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

Any remedy available from a court under the law shall be available in the arbitration.

To the extent a student has outstanding federal student loan obligations incurred in connection with their enrollment at ACH, any arbitration award providing monetary damages shall direct that those damages be first paid toward the student loan obligations.

Students and/or ACH may, but need not, be represented by an attorney at arbitration.

Information about the AAA arbitration process and the AAA Supplementary Rules for Consumer Related Disputes can be obtained at [www.adr.org](http://www.adr.org) or 1-800-778-7879. Students must disclose the Arbitration Agreement document they signed at the time of enrollment to the AAA.

We agree that neither we nor anyone else who later becomes a party to this pre-dispute arbitration agreement will use it to stop you from bringing a lawsuit concerning our acts or omissions regarding the making of the Federal Direct Loan or the provision by us of educational services for which the Federal Direct Loan was obtained. You may file a lawsuit for such a claim, or you may be a member of a class action lawsuit for such a claim even if you do not file it. This provision does not apply to other claims. We agree that only the court is to decide whether a claim asserted in the lawsuit is a claim regarding the making of the Federal Direct Loan or the provision of educational services for which the loan was obtained. We make the proceeding agreement only to the extent required by a valid regulation issue by the U.S. Department of Education.

Milan Institute seeks to resolve disputes or claims between any student and the school in a manner that addresses an individual student's complaint in an efficient, cost-effective, and quicker manner than traditional litigation. A student who enrolls at Milan Institute agrees, as a condition of his or her enrollment, to resolve any dispute through mandatory arbitration that shall not be adjudicated as a class action or a consolidated class arbitration proceeding. However, the school cannot require a student loan borrower to participate in arbitration or any internal dispute resolution process offered by the institution prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 CFR 685.206(e); the school cannot, in any way, require students to limit, relinquish, or waive their ability to pursue filing a borrower defense claim, pursuant to 34 CFR 685.206(e) at any time; and any arbitration, required by a pre-dispute arbitration agreement, tolls the limitations period for filing a borrower defense to repayment application pursuant to 34 CFR 685.206(e)(6)(ii).

**STUDENT PHOTO RELEASE**

Students attending Milan Institute give the school the absolute right and permission to take photographs and/or video of the students in class, in clinic, or in labs for advertising, trade publications, and/ or any other lawful practice.

**RESPONSIBILITY FOR PERSONAL PROPERTY**

Milan Institute does not assume responsibility for loss or damage to personal property through fire, theft, or other causes on or off the Milan Institute campus.

**CATALOG INSERTS**

See the inserts for current information related to the school calendar, tuition, and fees, listing of staff and faculty.

**OFFICIAL STATEMENT**

All information in this catalog is current, true, and correct at the time of printing. This catalog outlines the rules, regulations, admission policies, academic policies, curriculum, tuition, fees, financial aid policies, graduation requirements, and other information regarding programs offered at Milan Institute. Policies herein may be superseded by addenda or policy changes. This catalog is part of the contract between the college and the student. Milan Institute reserves the right to make changes in any policies, procedures, tuition, fees, programs, or start dates at any time. Milan Institute is a private postsecondary institution and is not a public institution.



# ACADEMIC INFORMATION

# *ALLIED HEALTH & INDUSTRIAL RELATED PROGRAMS*

## **ADVISORY COMMITTEE**

The advisory committee is composed of members chosen as experts in one or more specialized areas. These advisors serve as guest lecturers, perform demonstrations, judge competitions, and meet with faculty and students. Based on their years of experience as successful owners, managers, and self-employed professionals, they are an invaluable source of up-to-date information on advances in our field.

## **GRADUATION REQUIREMENTS**

Milan Institute will award a Certificate of Completion to all students who successfully complete all graduation requirements. The school requires all students to meet their financial obligations and complete a financial aid exit interview prior to graduation.

### **Administrative Medical Assistant**

Students enrolled in the Administrative Medical Assistant program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required administrative skills must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation.

### **Medical Assisting**

Students enrolled in the Medical Assisting program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required administrative and clinical skills listed on the skill sheets must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation. Students will receive certificates for injections and venipuncture.

### **HVAC-R**

Students enrolled in the HVAC-R program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required skills must be completed and verified by the instructor.

## **ACADEMIC POLICY**

Students are expected to maintain an accumulative grade point average of 2.0 or higher.

## **ACADEMIC ADVISING POLICY**

Any students falling below Satisfactory Academic Progress (SAP) at mid-point and end of contracted program will be advised of their academic and attendance standing by a designated school official. Students who are not meeting minimum expectations will be provided SAP notification and an Academic Plan to provide guidance on improving standing to achieve completion. Students are expected to check their attendance and progress through the student portal at least weekly to ensure they are meeting academic progress standards. Instructors encourage students to utilize their portal. See SAP policy for additional information

Student's strengths and areas requiring improvement are identified and plans for improvement are discussed during the advising to provide a student the opportunity to achieve expectations. When professional assistance is needed students are provided contact information for those community resources (also posted on the Student Intranet page). Documentation will be signed by both the school official and the student.

The signed documentation will be retained in the student's official academic file located in the Student Information System Academic Review meetings are also available to address special matters. The Academic Review Committee can be composed of a combination of the school director, education leader, program coordinators, financial aid officers, and instructors. The school refers students to outside agencies when the student requests assistance

#### **SATISFACTORY ACADEMIC PROGRESS POLICY**

Satisfactory Academic Progress ("SAP") is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year.

#### **Clock Hour Program**

The student's academic progress is evaluated at the point the student is scheduled to complete the required clock hours and scheduled weeks for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 66.67% of the scheduled hours.

To successfully complete a program, the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

#### **Credit Hour Program**

The student's academic progress is evaluated at the point the student has been scheduled for the required credit hours and weeks for the payment period in review. Students must maintain (1) an accumulative grade point average of 2.0 and (2) complete 70% of the units attempted with a 1.0 or higher grade for the payment period in review.

To successfully complete a program, the student must complete 100% of the program credits within no more than 150% of the program length, as measured by attempted credits.

#### **Clock Hour Programs and Credit Hour Programs:**

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade but will be recorded with a grade of "pass", which will not count towards the student's grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student's program as both hours attempted, and hours completed for the purpose of determining when the allowable maximum timeframe has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution

### **Grading**

The school uses a four –point scale to determine academic standing according to the following grading chart:

Letter Grade	Numerical Percentage	Description	Quality Points
A	90 – 100%	Outstanding	4.0
B	80 - 89%	Above Average	3.0
C	70 – 79%	Average	2.0
D	60 – 69%	Below Average	1.0
Fail	0 – 59%	Failing	0.0
Pass	N/A	Pass	N/A
INC	N/A	Incomplete	N/A
W	N/A	Withdrawn	N/A
WC	N/A	Withdrawn – Cancel	N/A
Repeat	N/A	Repeated	N/A

**Failing (Fail):** A student who unsuccessfully completes a course and receives a 59% or lower in required course elements receives a failing grade (Fail) for the course. Students who receive a failing grade (Fail) in a required course must repeat the course and receive a passing grade or receive transfer credit for the course in order to graduate. When the student repeats the course with a passing grade or receives transfer credit, original failing grade will be changed to a repeated grade (Repeat) on the transcript.

**Passing (Pass):** A student who is granted credit for previous training or experiential training will have the relevant courses assigned a passing grade (Pass), which will not affect the student's grade point average and will not affect this element of satisfactory progress.

**Incomplete (INC):** An incomplete grade (INC) signifies not all the required coursework was completed during the course. Students receiving an incomplete grade (INC) will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade. An incomplete grade (INC) will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. For credit hour courses, if the incomplete work is not finished within this time frame, the incomplete grade (INC) will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. For clock hour courses, if the student did not complete the hours, the incomplete grade will become a Failing (F) grade.

**Withdrawal – Cancel (WC):** A student who elects to withdraw from his or her program of choice during the cancellation period will receive a withdrawal – cancel (WC) grade for all courses attempted or completed during the cancellation period. A grade of Withdrawal – Cancel (WC) will not count towards the quantitative evaluation.

**Withdrawal (W):** Students who are withdrawn from a course after the cancellation period will receive a withdrawal grade (W). In addition, students who are withdrawn from a program will receive a withdrawal grade (W) for all courses that were being attempted at the time of the withdrawal.

**Repeat (Repeat):** A student who repeats a previously attempted course will have the grade from the original attempt at the course changed to a repeated grade (Repeat) on the transcript.

#### **Course Repetition**

Students are allowed to repeat a failed class one time, without an appeal, and the prior attempted course will be listed with a grade of "R" for repeated attempt at the credits. Repeated courses count at attempted credits in determination of student progress, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The grade earned in the repeated attempt will replace the original grade provided. Students are also allowed one change of program during an academic year.

Students in Credit-Hour non-term and Clock Hour programs are not eligible for SFA Title IV funds for repeated coursework while attending in the program. SFA Title IV funds are delayed until All of the scheduled credits in the pay period or all of the scheduled clock hours in the pay period are earned/complete.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

### **CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS**

**Financial Aid Warning (FA Warning)** – Students who fail to meet minimum requirements for completion or academic progress are placed on warning and considered to be making satisfactory academic progress during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

**Financial Aid Probation (FA Probation)** – Students who fail to meet minimum requirements for completion rate or academic progress after the warning period will be notified of their termination of eligibility for Federal Student Aid funds. If the student files an appeal of academic progress and prevails, they will be placed on probation and considered to be making satisfactory academic progress during the probationary period. Students on financial aid probation remain eligible for Federal Student Aid funds. Students must be placed on an academic plan and must be able to meet requirements set forth in the academic plan by the end of the probationary evaluation period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

**Failed FA Probation or Exceeding 150% of the Program Length** - Students who fail probation will lose their eligibility for Federal Student Aid for the program in which they are enrolled. Within 5 business days the Campus Director will counsel the student and complete a "FA Ineligible Letter" to determine if student will continue their program on a cash payment plan or be dropped from the program. A signed copy must be emailed to SRC group. A cash payment plan will need to be in place within 5 business days from the original notification of FA Ineligible status notification. If not received by the timeline outlined above, the SRC will email a notification to the COO for final decision to allow an extension or proceed with dropping immediately.

**Maximum Timeframe (MTF)** – For a program measured in credits, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured in credits. MTF includes all hours attempted, which include successfully completed credits, transfer credits, withdrawals, and repeated classes.

For a program measured in clock hours, MTF is defined as a period that is no longer than 150% of the published

length of the educational program, as measured by the number of scheduled clock hours the student is required to complete and expressed in calendar time.

**Quantitative Evaluation** - Students are required to complete a minimum of 66.67% of the scheduled clock hours or financial aid credits required based on the applicable program requirements to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The completion percentage is determined by dividing the total clock hours or financial aid credits attended/earned by the total number of clock hours or financial aid credits scheduled in the evaluation period. At the end of each evaluation period, Milan will determine if the student has maintained at least 66.67% cumulative completion rate which indicates that, given the same progression rate, the student will graduate within the maximum time frame [150%] allowed. Transfer clock hours or financial aid credits and those for which a student received a grade of "W", "WC" or "INC" will also be included in the Quantitative Evaluation.

**Qualitative Evaluation** - The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students complete various in and out of class assignments, quizzes, projects, technical skills, and exams required for each course. Students are assigned theory study and a minimum number of practical assignments as required for course completion. Academic progression is evaluated after each course is completed. Students must maintain a grade point average of 2.0 or higher. Grades for Transfer clock hours or financial aid credits and Withdrawal (W), Withdrawal – Cancel (WC), Incomplete (INC) will not count towards Qualitative Evaluation. For Repeat classes, the latest grade will be included in the Qualitative Evaluation.

**Leave of Absence / Temporary Interruptions** – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

**SAP Re-Entry** - Students who have violated FA Probation and have been dismissed shall not be readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

### **Appeal Procedure**

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and,
- the reason why the student failed to meet the SAP standard(s) and,
- what has changed in the student's situation so that he or she will now be able to meet SAP standards.

Students are allowed one appeal to remain eligible for financial aid in an academic program.

**Leave of Absence / Temporary Interruptions** – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

**SAP Re-Entry** - Students who have violated FA Probation and have been dismissed shall not be eligible for financial aid in the same program of study. Students may have the opportunity to return in a different program of study and be eligible for financial aid with an additional Satisfactory Academic Progress appeal

#### **Re-enrollment/Re-entrance**

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

### **LEAVE OF ABSENCE**

Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student's best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:

- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.

Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- The school documents the unforeseen circumstances, and the Education Leader, Dean or School Director determines that these circumstances meet the exception requirements (i.e., "of an unusual nature and not likely to recur"), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and
- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.

### **Re-Admission Following a Leave of Absence**

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

### **Extension of Leave of Absence**

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean, Education Leader or Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student's first leave.
- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student's current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn, and the withdrawal date will be the student's last date of attendance (LDA).

### **Return from a Leave of Absence**

A student must return from a LOA on or prior to the scheduled date of return. Students in modular based programs may return prior to the scheduled return date as long as they return on the first day of any appropriate module.

### **Failure to Return from a Leave of Absence**

If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student's last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.

### **Possible Effects of Leave of Absence**

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- In the event that an interruption in academic study is required, and an LOA is needed, it is in a student's best interest to begin the leave once the course is completed. If that option is not possible and depending on when the LOA is requested, the student will either earn a grade in the course based on all coursework completed and not completed or be Withdrawn from the course with a grade of "W". In most cases a student will be withdrawn, and the course will have to be repeated in its entirety. When a student takes an LOA the student's course schedule is impacted and often may result in the student withdrawing from the program later until the required course is available.

- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected
- The LOA could also affect the student's:
  - Loan repayment terms, including the exhaustion of some or all of the student's grace period
  - Rate of progress
  - Maximum time frame for completion

## **ATTENDANCE POLICY**

Attendance is valued and expected. Students are expected to arrive for classes at the scheduled time and remain on task until their scheduled departure time. Student performance and punctuality are important components of dependability and directly relate to employment options in the business world. To ensure the commitment to student success, Milan expects that attendance be taken in all classes, starting with the first day of the class. Milan Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment.

Milan recognizes the correlation between attendance within the program of study and success defined as student achievement. Absences prevent students from receiving essential academic information, disrupt orderly course progress, and diminish the quality of group interaction in class. Any class session or activity missed, regardless of cause, reduces the opportunity for learning and may adversely affect a student's achievement in the course. Class attendance is monitored beginning with the first class meeting, and students are expected to attend all class sessions for which they are scheduled. It is the responsibility of the student to arrange to make up of any course work missed and to notify the instructor when an absence will occur.

### **Attendance Advising**

Any students falling below Satisfactory Academic Progress (SAP) at mid-point and end of contracted program will be advised of their academic and attendance standing by a designated school official. Students who are not meeting minimum expectations will be provided SAP notification and an Academic Plan to provide guidance on improving standing to achieve completion. The student portal is available to all students to check standing as needed. Instructors encourage students to utilize their portal. See SAP policy for additional information

Student's strengths and areas requiring improvement are identified and plans for improvement are discussed during the advising to provide a student the opportunity to achieve expectations. When professional assistance is needed students are provided contact information for those community resources (also posted on the Student Intranet page). Documentation will be signed by both the school official and the student. The signed documentation will be retained in the student's official academic file located in the Student Information System Academic Review meetings are also available to address special matters. The Academic Review Committee can be composed of a combination of the school director, education leader, program coordinators, financial aid officers, and instructors. The school refers students to outside agencies when the student requests assistance

### **Tardiness**

If a student is more than 10 minutes late to class, returning to class from breaks/lunch, or leaving class, the student is considered late and penalized in quarter hour increments. Assignments, activities, quizzes, tests, etc. may receive deductions or may be ineligible for make-up due to tardiness or early departure.

### **Absences**

Any time that a student misses time (excluding tardiness) will be considered absent. Hours absent are deducted from total daily class time.

Example – Daily class time: 5 hours

Student misses 2 hours; time recorded in the Student Information System is 3 hours. Student is considered absent for 2 hours.

### **Excused/ Unexcused absences**

Milan Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment.

### **Maximum Consecutive Days Absent**

If student misses 14 consecutive calendar days without communication to the school regarding the absences and a plan to return on a specific date, the student will be withdrawn from the program on the 15<sup>th</sup> consecutive calendar day absent. The date of determination that the student is considered to have withdrawn is no later than 14 days after the student's last date of attendance as determined by its attendance records.

### **Class Participation – Credit Hour programs**

Due to the fast-paced environment of vocational education, attending every class hour is extremely important. Students who do not attend class hours are missing relevant academic knowledge and career skills. Students who miss class hours are not able to participate in the classroom discussions, questions and answers, cooperative learning activities, and/or hands on activities that improve skill and knowledge retention.

**Homework** – Homework turned in after the due date will receive a 25% deduction and must be completed within 2 class sessions of the assignment due date or return from an absence

**Final Exams** – If absent on the day of the Final Exam, Exam must be completed upon return within 2 scheduled class sessions and will automatically receive a 10% deduction

**Quizzes** – If absent for a scheduled quiz, the scheduled quiz must be completed the day the student returns to class with a 10% deduction; unannounced quizzes may not be made up.

**Assignments/Projects** – If absent, classroom Assignments/Projects must be complete upon return within 2 class sessions and will automatically receive a 50% deduction.

A student must notify the Front Desk to report any absence to be eligible to make up time, assignments, quizzes, exams, and/or homework. The Front Desk will notify the instructor and Education Leader of the absence.

**Make Up Hours/Assignments** – Students may make up hours and assignments during the course. Make up time is scheduled after class with instructor supervision and proper documentation. Students who do not complete make up hours and assignments by the end of the module/course, may complete the Request to Complete Course Requirements form and submit to the instructor for approval or denial.

If approved, the student will receive a grade of incomplete and have 14 calendar days from the end of the course to complete hours and assignments. See instructor for make-up schedule.

### **Failed Course**

A student who fails a course and does not complete the Request to Complete Course Requirements Form will be required to repeat the course in its entirety upon availability. When a student fails a course, the student's

course schedule is impacted and often results in the student withdrawing from the program until the failed course is available.

### **Make up Education**

No more than 5% of the total course time hours for a program may be made up.

Make-up work shall:

- (1) be supervised by an instructor approved for the class being made up.
- (2) require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session.
- (3) be completed within two weeks of the end of the grading period during which the absence occurred.
- (4) be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor.
- (5) be signed and dated by the student to acknowledge the make-up session.

### **CLASS SCHEDULE**

Milan Institute holds classes each Monday through Saturday, with days and times varying for each program. Milan Institute also recognizes legal holidays. Milan Institute informs students when classes and holiday schedules vary (see the insert in the back of the catalog). Students may be required to attend class for additional hours or days when a holiday falls on a scheduled class day. Classroom instruction consists of 50-minute periods. Evening and Saturday classes are available for some programs. Please contact the admissions department for specific information.

### **EXTERNSHIP DISCLOSURE**

The courses offered at Milan Institute require an externship (work experience) as part of the graduation requirement. The externship must be completed prior to receiving the Certificate of Completion for the program. Externship hours are completed at extern sites off campus. It is, therefore, the student's responsibility to secure his/her own transportation to and from the extern site. It is also the student's responsibility to pay any costs associated with his/her transportation to and from the extern site.

### **STUDENT RECORDS ACCESS, SECURITY AND RELEASE**

The information in student files is confidential. A student's right to inspect these records is in accordance with the Family Educational Rights and Privacy Act of 1974, Public Law 93-380, as amended. Generally, we must have written permission from the student, parent, or guardian before releasing any information from the student's financial aid record. However, the law allows us to disclose records, without consent, to the following:

At its discretion, the institution may provide directory information in accordance with the provisions of the Act to include the following:

- Name
- Home address
- Home telephone number
- Major field of study
- Dates of attendance
- Degrees and awards received

Students may withhold directory information by notifying the Office of the Registrar in writing in accordance with the procedures contained in the public notice designating directory information.

The school will provide the proper supervision and interpretation of the student records when they are being reviewed.

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

Milan Institute places a high emphasis on protecting confidentiality of student data. Employees are trained on confidentiality procedures. Data is secured either physically or in secured networks. Regular reviews of procedures and secured areas are made by staff. Any potential breaches are immediately investigated and promptly acted upon. Any questions regarding Milan's process of protecting confidentiality of student's data can be directed to [comments@milaninstitute.edu](mailto:comments@milaninstitute.edu) .

## **STUDENT WITHDRAWAL BY SCHOOL**

Student withdrawal by the school will result from unsatisfactory grades, poor attendance, failure to achieve the appropriate proficiency and skill levels within the prescribed time period, use of controlled substances on campus, conduct detrimental to the school, failure to comply with financial aid regulations or non-observance of other student regulations and conduct policies.

### **Termination of Enrollment.**

(a) A school shall terminate the enrollment of a student who accumulates the lesser of the following amounts of absences:

- (1) more than 10 consecutive school days or 14 calendar days, whichever is earlier;
- (2) more than 20% of the total course time hours in a program with course time of more than 200 hours;
- (3) more than 25% of the total course time hours in a program or individual class with course time of 41 to 200 hours;
- (4) more than 25% of the total course time hours for seminars, individual classes, or programs with course time of 40 hours or less; or
- (5) any number of days if the student fails to return as scheduled from an approved leave of absence.

## **ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS**

In addition to the standard policies in this catalog, the following applies to eligible persons receiving education benefits. Refer to the appropriate sections of this catalog for complete Transfer of Credit Policy; Satisfactory Academic Progress; and Attendance policies.

### **Transfer of Credit Policy**

During the enrollment process, incoming eligible persons are required to notify their admissions representative regarding their previous coursework and experience. The institution will evaluate all previous education and training and grant credit when appropriate. Credits allowed will be recorded on the enrollment record and the length of the program shortened proportionately. The student shall be notified, with record of the evaluation and supporting transcripts being kept of this process. Each student must provide the school with (1) an official transcript with all previous postsecondary education and training and (2) the student's military discharge document DD-214 form prior to enrollment. Students should refer to the "Transfer of Credit" portion of this catalog for more detailed information specific to their program.

## **Academic Advising**

This section is the same for all students. See the appropriate catalog section for more information.

## **Attendance Advising**

This section is the same for all students. See the appropriate catalog section for more information.

## **Cancellation of Agreement**

A full refund will be made to any student who cancels the Enrollment Agreement within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the Enrollment Agreement is signed.

## **Refund Policy**

The refund will be the larger of the amount provided under New Mexico State Law, which states:

1. Refund computations will be based on the period of enrollment in the program through the last date of attendance.
2. The effective date of termination for refund purposes will be the earliest of the following: a) The last day of attendance (b) The date of receipt of written notice of withdrawal from the student
3. If tuition and fees are collected, in advance of entrance, and if after expiration of the 72-hour cancellation privilege, the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar.
5. A full refund of all tuition and fees is due and refundable in each of the following cases:
  - (a) an enrollee is not accepted by the school;
  - (b) if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or
  - (c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

## **REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.**

A student at the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States may elect one of the following options for each program in which the student is enrolled:

- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the

right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

1. satisfactorily completed at least 90 percent of the required coursework for the program; and;
2. demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 30 days after the effective date of termination.

### **Completion Requirements**

Milan Institute will award a Certificate of Completion to all students who successfully complete all completion requirements as stated below.

- **Courses less than 100 Hours**

Students enrolled in courses that are less than 100 hours must attend all scheduled course hours and pass a written and/or practical exam.

- **Courses 100 Hours or more**

Students enrolled in courses 100 hours or more must pass written and/or practical exam (s).

### **ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS**

Regarding PL 115-407 Section 103 and 104 Compliance: Title 38 USC 3679 (e): Milan Institute/Milan Institute of Cosmetology does not impose any penalty, including assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds while awaiting payment of VA funds under chapter 31 and 33.

Eligible students must submit a certificate of eligibility, a written request to use such entitlement, and any additional information needed to certify enrollment. Students will continue have access to classes, libraries, and other institutional facilities as outlined in our catalog. No late fees will be assessed and student's accounts will be considered on hold, up to 90 days. Title 38 USC 3679 (e).

### **LAB AND PRACTICAL TRAINING**

All students at Milan Institute receive lab and practical training.

Administrative Medical Assisting students work on computers, ten-key adding machines, telephones, and with other equipment commonly found in the front office settings of medical offices.

Medical Assisting students work with equipment commonly found in doctors' front and back offices including scales, syringes, microscopes, charts, skeletons, autoclaves, and more.

### **DISTANCE EDUCATION**

Milan Institute offers some programs via hybrid distance education. Milan Institute utilizes synchronous distance education, using a Learning Management System coupled with a web-based attendance monitoring system, to facilitate academic education up to the total lecture and lab hours listed per course.



# ACADEMIC INFORMATION

# COSMETOLOGY RELATED PROGRAMS

## **ADVISORY COMMITTEE**

The advisory committee is composed of members chosen as experts in one or more specialized areas. These advisors serve as guest lecturers, perform demonstrations, judge competitions, and meet with faculty and students. Based on their years of experience as successful owners, managers, and self-employed professionals, they are an invaluable source of up-to-date information on advances in our field.

## **AN INVESTMENT IN BEAUTY PAYS**

If you are interested in pursuing a career in Cosmetology, this field might be a suitable choice. The dynamic and ever-evolving beauty industry can present professional and financial opportunities. The current trend of women seeking a well-rounded appearance and an increasing number of men engaging in salon services, such as style cuts, perms, manicures, and color services, contributes to the demand for beauty professionals. The work of cosmetologists is both challenging and rewarding, potentially influencing your income. Cosmetologists have the potential to set their own work schedule, making the income possibilities in your control. Additionally, there is potential for career growth, with opportunities to advance into management roles or even salon ownership, offering a sense of pride that small business owners enjoy.

The choice of a lifetime career is one of the most important decisions you will ever make. To find out more about a career in a cosmetology related profession, how to become a part of this exciting profession and other information about Amarillo College of Hairdressing, Inc., please read this catalog carefully.

## **ORIENTATION**

New students attend an orientation meeting. This meeting is to welcome new students and introduce them to the school's policies and procedures. During orientation many topics are discussed, including school rules, regulations, financial aid questions, state board exams, grading, attendance, theory/lecture classes, clinic floor work, internships, satisfactory academic progress, and project completions as they relate to the program. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

## **STUDENT RATIO**

For the Cosmetology-Related programs, the student/teacher ratio does not exceed twenty students in attendance per instructor.

## **FACULTY**

Milan Institute staff members are experienced instructors. In addition to meeting the educational requirements for licensing, each instructor has been trained in the contemporary methods of their field. A list of our faculty members can be found in the catalog insert.

## **REFERENCES**

A comprehensive library of references, periodicals, books, texts, and audio/video tapes are available to support the course of study and supplement the students' training. Students should avail themselves of the opportunity to use these extensive materials.

## **FORMAT**

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation, and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities. The programs are presented through well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of

lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the programs.

### **SATISFACTORY ACADEMIC PROGRESS POLICY**

Satisfactory Academic Progress ("SAP") is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year.

#### **Clock Hour Program**

The student's academic progress is evaluated at the point the student is scheduled to complete the required clock hours for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 67% of the scheduled hours.

To successfully complete a program, the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

#### **Credit Hour Program**

The student's academic progress is evaluated at the point the student has been scheduled for the required credit hours for the payment period in review. Students must maintain (1) an accumulative grade point average of 2.0 and (2) complete 70% of the units attempted with a 1.0 or higher grade for the payment period in review.

To successfully complete a program, the student must complete 100% of the program credits within no more than 150% of the program length, as measured by attempted credits.

#### **Clock Hour Programs and Credit Hour Programs**

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade but will be recorded with a grade of "pass", which will not count towards the student's grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student's program as both hours attempted, and hours completed for the purpose of determining when the allowable maximum timeframe has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution.

## **Grading**

The school uses a four –point scale to determine academic standing according to the following grading chart:

Letter Grade	Numerical Percentage	Description	Quality Points
A	90 – 100%	Outstanding	4.0
B	80 - 89%	Above Average	3.0
C	70 – 79%	Average	2.0
D	60 – 69%	Below Average	1.0
Fail	0 – 59%	Failing	0.0
Pass	N/A	Pass	N/A
INC	N/A	Incomplete	N/A
W	N/A	Withdrawn	N/A
WC	N/A	Withdrawn – Cancel	N/A
Repeat	N/A	Repeated	N/A

**Failing (Fail):** A student who unsuccessfully completes a course and receives a 59% or lower in required course elements receives a failing grade (Fail) for the course. Students who receive a failing grade (Fail) in a required course must repeat the course and receive a passing grade or receive transfer credit for the course in order to graduate. When the student repeats the course with a passing grade or receives transfer credit, original failing grade will be changed to a repeated grade (Repeat) on the transcript. A failed course may only be repeated one time. Two failed courses results in withdrawal from the program.

**Passing (Pass):** A student who is granted credit for previous training or experiential training will have the relevant courses assigned a passing grade (Pass), which will not affect the student's grade point average and will not affect this element of satisfactory progress.

**Incomplete (INC):** An incomplete grade (INC) signifies not all the required coursework was completed during the course. Students receiving an incomplete grade (INC) will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade. An incomplete grade (INC) will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. For credit hour courses, if the incomplete work is not finished within this time frame, the incomplete grade (INC) will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. For clock hour courses, if the student did not complete the hours, the incomplete grade will become a Failing (F) grade.

**Withdrawal – Cancel (WC):** A student who elects to withdraw from his or her program of choice during the cancellation period will receive a withdrawal – cancel (WC) grade for all courses attempted or completed during the cancellation period. A grade of Withdrawal – Cancel (WC) will not count towards the quantitative evaluation.

**Withdrawal (W):** Students who are withdrawn from a course after the cancellation period will receive a withdrawal grade (W). In addition, students who are withdrawn from a program will receive a withdrawal grade (W) for all courses that were being attempted at the time of the withdrawal.

**Repeat (Repeat):** A student who repeats a previously attempted course will have the grade from the original attempt at the course changed to a repeated grade (Repeat) on the transcript.

## **CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS**

**Financial Aid Warning (FA Warning)** – Students who fail to meet minimum requirements for completion or academic progress are placed on warning and considered to be making satisfactory academic progress during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

**Financial Aid Probation (FA Probation)** – Students who fail to meet minimum requirements for completion rate or academic progress after the warning period will be notified of their termination of eligibility for Federal Student Aid funds. If the student files an appeal of academic progress and prevails, they will be placed on probation and considered to be making satisfactory academic progress during the probationary period. Students on financial aid probation remain eligible for Federal Student Aid funds. Students must be placed on an academic plan and must be able to meet requirements set forth in the academic plan by the end of the probationary evaluation period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

**Failed FA Probation or Exceeding 150% of the Program Length** - Students who fail probation will lose their eligibility for Federal Student Aid for the program in which they are enrolled. Within 5 business days the Campus Director will counsel the student and complete a "FA Ineligible Letter" to determine if student will continue their program on a cash payment plan or be dropped from the program. A signed copy must be emailed to SRC group. A cash payment plan will need to be in place within 5 business days from the original notification of FA Ineligible status notification. If not received by the timeline outlined above, the SRC will email a notification to the COO for final decision to allow an extension or proceed with dropping immediately.

**Maximum Timeframe (MTF)** – For a program measured in credits, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured in credits. MTF includes all hours attempted, which include successfully completed credits, transfer credits, withdrawals, and repeated classes.

For a program measured in clock hours, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured by the number of scheduled clock hours the student is required to complete and expressed in calendar time.

**Quantitative Evaluation** - Students are required to complete a minimum of 66.67% of the scheduled clock hours or financial aid credits required based on the applicable program requirements to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The completion percentage is determined by dividing the total clock hours or financial aid credits attended/earned by the total number of clock hours or financial aid credits scheduled in the evaluation period. At the end of each evaluation period, Milan will determine if the student has maintained at least 66.67% cumulative completion rate which indicates that, given the same progression rate, the student will graduate within the maximum time frame [150%] allowed. Transfer clock hours or financial aid credits and those for which a student received a grade of "W", "I" or "R" will also be included in the Quantitative Evaluation.

**Qualitative Evaluation** The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students complete various in and out of class assignments, quizzes, projects, technical skills, and exams required for each course. Students are assigned theory study and a minimum number of practical assignments as required for course completion. Academic progression is evaluated after each course is completed. Students must maintain a grade point average of 2.0 or higher. Grades for Transfer clock hours or financial aid credits and Withdrawal (W), Withdrawal – Cancel

(WC), Incomplete (INC) will not count towards Qualitative Evaluation. For Repeat classes, the latest grade will be included in the Qualitative Evaluation.

**Leave of Absence / Temporary Interruptions** – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

**SAP Re-Entry** - Students who have violated FA Probation and have been dismissed shall not be readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

### **Appeal Procedure**

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation.

After successful appeal, with an academic plan, the student will be placed on *SAP Probation* for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and;
- The reason why the student failed to meet the SAP standard(s) and;
- What has changed in the student's situation so that he or she will now be able to meet SAP standards?

Students are allowed one appeal to remain eligible for financial aid in an academic program.

**Leave of Absence / Temporary Interruptions** – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

**SAP Re-Entry** - Students who have violated FA Probation and have been dismissed shall not be eligible for financial aid in the same program of study. Students may have the opportunity to return in a different program of study and be eligible for financial aid with an additional Satisfactory Academic Progress appeal.

### **Re-enrollment/Re-entrance**

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

## **LEAVE OF ABSENCE POLICY**

Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating

circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student's best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:

- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.

Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- The school documents the unforeseen circumstances, and the Education Leader, Dean of Education or School Director determines that these circumstances meet the exception requirements (i.e., "of an unusual nature and not likely to recur"), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and
- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.

### **Re-Admission Following a Leave of Absence**

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

### **Extension of Leave of Absence**

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean of Education, Education Leader or School Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student's first leave.

- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student's current leave will be changed in the official student information system to reflect the new end date.  
If the request is denied, the student will be withdrawn, and the withdrawal date will be the student's last date of attendance (LDA).

### **Return from a Leave of Absence**

A student must return from a LOA on or prior to the scheduled date of return.

### **Failure to Return from a Leave of Absence**

If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student's last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.

### **Possible Effects of Leave of Absence**

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected
- The LOA could also affect the student's:
  - Loan repayment terms, including the exhaustion of some or all of the student's grace period
  - Rate of progress
  - Maximum time frame for completion

### **RECORD OF ATTENDANCE**

A time clock is used for general attendance records. Attendance records are maintained in a permanent file by the school and submitted monthly to the New Mexico Regulation & Licensing Department. Any other records as may be required by the New Mexico Regulation & Licensing Department will be maintained.

### **MAKE-UP WORK**

Students who do not obtain a satisfactory score are required to re-take the test or another version of the test for that subject before the end of the month (or within the first five days of the following month) to obtain a satisfactory or better score. Students who miss a test due to an absence are encouraged to make up the test within the same month it was missed, but the school acknowledges that the student does have until the course completion to ensure that all requirements are met. Cumulative theory averages are based on tests taken from the beginning of the course through the month being evaluated.

### **GRADUATION REQUIREMENTS**

Upon successful completion of the program students may be eligible to sit for the State licensing exam. Students in all programs must complete 100% of the program hours and all subjects outlined in their designated program with no grade under 75% in any subject to be eligible for graduation. All students are required to pass the school's final examination with a grade of not less than 75% on both practical and written exams prior to graduation. Students who are in good standing with their financial obligations to the school will receive their Certificate of Completion and transcript.

## **LICENSING REQUIREMENTS**

The general requirements for obtaining a cosmetology operator, barbering, esthetician specialty, Instructor and manicurist specialty license, are that all applicants must:

- pass the State Board Examination;
- pay the required fee; and;
- not have committed an act that constitutes a ground for denial of the license.

In addition to the general requirements, an applicant for a cosmetology operator license is entitled to the license if the applicant:

- is at least 17 years of age;
- supplies proof of a high school diploma *or*;
- supplies proof of the equivalent of a high school diploma *or*;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 1,600 hours of instruction in a licensed beauty culture school *or*;
- completes 1,600 hours of instruction in a licensed beauty culture school and 500 hours of related high school courses prescribed by the commission in a vocational cosmetology program in a public school.

In addition to the general requirements, an applicant for an esthetician specialty license is entitled to the license if the applicant:

- is at least 17 years of age;
- supplies proof of a high school diploma *or*;
- supplies proof of the equivalent of a high school diploma *or*;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 600 hours of instruction in esthetics specialty through a commission approved training program

In addition to the general requirements, an applicant for a manicurist specialty license is entitled to the license if the applicant:

- is at least 17 years of age;
- supplies proof of a high school diploma *or*;
- supplies proof of the equivalent of a high school diploma *or*;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 600 hours of instruction in manicuring through a commission approved training program

The State Board Examination is administered in Las Cruces, NM, as well as multiple locations in New Mexico, as scheduled by the New Mexico Regulation & Licensing Department. The school will assist in scheduling the examination. A student permit is completed by the school certifying that the graduation requirements have been completed and the tuition has been paid. Milan will cover the cost of all exams scheduled within 60 days of graduation date, or the soonest date available if beyond 60 days. Beyond 60 days from the student's graduation date, the student is responsible for all costs related to taking the exam.

## **VERIFICATION OF ATTENDANCE/TRANSCRIPTS**

Graduates requiring official verification of attendance or transcripts to be sent to other educational institutions

must submit such a request in writing. Allow 30 days for the verification of attendance or the transcript to be sent. A certificate of completion, a complete verification of attendance, or an academic transcript will not be provided if a student has not met his/her financial obligations with Milan Institute.

## **ATTENDANCE POLICY**

Attendance is valued and expected. Students are expected to arrive for classes at the scheduled time and remain on task until their scheduled departure time. Student performance and punctuality are important components of dependability and directly relate to employment options in the business world. To ensure the commitment to student success, Milan Institute expects that attendance be taken in all classes, starting with the first day of the class.

Milan Institute recognizes the correlation between attendance within the program of study and success defined as student achievement. Absences prevent students from receiving essential academic information, disrupt orderly course progress, and diminish the quality of group interaction in class. Any class session or activity missed, regardless of cause, reduces the opportunity for learning and may adversely affect a student's achievement in the course. Class attendance is monitored beginning with the first class meeting, and students are expected to attend all class sessions for which they are scheduled. It is the responsibility of the student to arrange to make up of any course work missed and to notify the instructor when an absence will occur. Milan Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment.

## **ACADEMIC AND ATTENDANCE ADVISING POLICY**

Any students falling below Satisfactory Academic Progress (SAP) at mid-point and end of contracted program will be advised of their academic and attendance standing by a designated school official. Students who are not meeting minimum expectations will be provided SAP notification and an Academic Plan to provide guidance on improving standing to achieve completion. The student portal is available to all students to check standing as needed. Instructors encourage students to utilize their portal. See SAP policy for additional information

Student's strengths and areas requiring improvement are identified and plans for improvement are discussed during the advising to provide a student the opportunity to achieve expectations. When professional assistance is needed students are provided contact information for those community resources (also posted on the Student Intranet page). Documentation will be signed by both the school official and the student. The signed documentation will be retained in the student's official academic file located in the Student Information System.

## **STUDENT RECORDS ACCESS, SECURITY AND RELEASE**

The information in student files is confidential. A student's right to inspect these records is in accordance with the Family Educational Rights and Privacy Act of 1974, Public Law 93-380, as amended. Generally, we must have written permission from the student, parent, or guardian before releasing any information from the student's record. However, the law allows us to disclose records, without consent, for the following reasons:

- The disclosure is to school officials who have been determined to have legitimate educational interests as set forth in the institution's annual notification of rights to students;
- The student is seeking or intending to enroll in another school;
- The disclosure is to state and local educational authorities, the school's accrediting agency, those agencies auditing or enforcing Federal or State supported education programs, and those enforcing Federal laws which relate to those programs;
- The disclosure is in connection with determining eligibility, amounts, and terms for financial aid or enforcing the terms and conditions of financial aid;
- The disclosure is pursuant to a lawfully issued court order or subpoena; or;

The information disclosed has been appropriately designated as directory information by the school.

At its discretion, the institution may provide directory information in accordance with the provisions of the Act to include the following:

- Name
- Home address
- Home telephone number
- Major field of study
- Dates of attendance
- Degrees and awards received

Students may withhold directory information by notifying the Office of the Registrar in writing in accordance with the procedures contained in the public notice designating directory information. Each third-party request requires the student's written request.

The school will provide the proper supervision and interpretation of the student records when they are being reviewed.

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

Milan Institute places a high emphasis on protecting confidentiality of student data. Employees are trained on confidentiality procedures. Data is secured either physically or in secured networks. Regular reviews of procedures and secured areas are made by staff. Any potential breaches are immediately investigated and promptly acted upon. Any questions regarding Milan Institute's process of protecting confidentiality of student's data can be directed to [comments@milaninstitute.edu](mailto:comments@milaninstitute.edu) .

## **ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS**

In addition to the standard policies in this catalog, the following applies to eligible persons receiving education benefits. Refer to the appropriate sections of this catalog for complete Transfer of Credit Policy; Satisfactory Academic Progress; and Attendance policies.

### **Transfer of Credit Policy**

During the enrollment process, incoming eligible persons are required to notify their admissions representative regarding their previous coursework and experience. Eligible persons are required to request a credit for previous coursework or experiential training for any program offered by the school. The institution will evaluate all previous education and training and grant credit when appropriate. Credits allowed will be recorded on the enrollment record and the length of the program shortened proportionately. The student shall be notified, with record of the evaluation and supporting transcripts being kept of this process.

Each student must provide the school with (1) an official transcript with all previous postsecondary education and training. Students should refer to the "Transfer of Credit" portion of this catalog for more detailed information specific to their program.

### **Satisfactory Academic Progress**

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning.

**Attendance Advising**

This section is the same for all students. See the appropriate catalog section for more information.

**Payment**

Regarding PL 115-407 Section 103 and 104 Compliance: Title 38 USC 3679 (e):

Milan Institute/Milan Institute of Cosmetology does not impose any penalty, including assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds while awaiting payment of VA funds under chapter 31 and 33.

Eligible students must submit a certificate of eligibility, a written request to use such entitlement, and any additional information needed to certify enrollment. Students will continue have access to classes, libraries, and other institutional facilities as outlined in our catalog. No late fees will be assessed, and student's accounts will be considered on hold, up to 90 days. Title 38 USC 3679 (e).

**DISTANCE EDUCATION**

Milan Institute offers traditional education programs and hybrid distance education programs. Traditional education is 100% on ground. Milan Institute offers some programs via hybrid distance education. Milan Institute utilizes synchronous distance education, using a Learning Management System coupled with a web-based attendance monitoring system, to facilitate academic education up to the total lecture and lab hours listed per course.

# Administrative Medical Assistant

**780 Hours/36 Weeks/56 Quarter Credits/36 FA Units**



The Administrative Medical Assistant is a very important part of the medical office. He or she is normally the first and last person patients see when they come to a medical office. Doctors depend on their Administrative Medical Assistant every day for important and accurate patient information.

Administrative Medical Assistant duties vary from office to office, but normally include setting appointments, organizing patient files and information, completing insurance forms and information, patient billing, and medical coding. An Administrative Medical Assistant must understand and be able to interpret medical terminology and be comfortable working with the public.

## **Program Purpose and Mission**

The purpose and mission of the Administrative Medical Assistant program is to prepare students to enter the health professions field as an administrative medical assistant.

## **Program Description and Objectives**

The Administrative Medical Assistant program is designed to prepare students to enter the health professions field as an administrative medical assistant. Students will be able to function at an entry-level position in a variety of settings including, but not limited to, medical offices, hospitals and medical clinics.

## **Occupations and Standard Occupational Classification Codes**

Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Bill and Account Collector 43-3011.00, Executive Secretary and Administrative Assistant 43-6011.00, Receptionist and Information Clerk 43-4171.00, General Office Clerk 43-9061.00

## **Training Program:**

The training program is divided into seven learning units called modules. Students must complete Welcome to Milan and modules A through G starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G stand alone and are not dependent upon previous training. Upon successful completion of Welcome to Milan and all modules, students participate in a 180-hour externship.

## **Course Descriptions**

### **Welcome to Milan WTM111**

Welcome to Milan is an introductory orientation that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Welcome to Milan is designed to prepare students with the basic knowledge of policies, procedures, and guidelines to be successful as a Milan Institute student.

### **Office Basics OBA112**

This course is designed to introduce students to the professional office environment. Whether centered on the medical community or general type office, students will build skills and a base understanding that relate to any administrative location. Appointment scheduling, customer service techniques, basic

business transactions, records / file management and workplace legal and ethical concepts are all addressed within the course. Also discussed are the basic principles behind office policies & procedures, along with a familiarization of automated equipment found in the office setting and an appreciation of the role in which the human relations department plays in a business setting. Students will gain knowledge of HIPAA and importance of confidentiality along with lessons in anatomy & physiology, medical terminology, and continued practice in keyboarding skills.

**Business Technology BTC113**

This course will introduce the student to basic computer concepts and a functional knowledge in various types of computer hardware, software, networking systems and information storage devices. Microsoft Windows operating system is explored to enhance a students' knowledge and applied proficiency for working in a business setting. Students will be exposed to Microsoft Office with a detailed focus on understanding Outlook and PowerPoint as it pertains to the workplace. Also included are lessons in anatomy & physiology, medical terminology, and continued practice in keyboarding skills.

**Information Coding ICO114**

This course develops the foundation for medical diagnosis and procedural coding. Students will gain knowledge and perform basic coding functions necessary for completion of medical insurance forms utilizing CPT procedural and ICD-9 / ICD-10 diagnosis coding materials. Lessons in ICD-10 applications will be discussed and practiced in detail. Also included is instruction in anatomy & physiology, medical terminology, and continued practice in basic keyboarding skills.

**Insurance Theory INT115**

This course provides students with the basic knowledge of insurance forms encountered within the healthcare field through lecture as well as hands-on experience. Such forms as Universal, Worker's Compensation, Medicare, as well as HMO and PPO plans will be covered. Discussions centered around the affordable healthcare act will be a focal point towards gaining a deeper understanding of the laws and patient insurance coverage. Students will learn to obtain information from patient medical records and ledgers to complete insurance forms accurately. Students will be provided instruction on basic pharmacology and patient prescriptions for a deeper understanding of insurance formularies and payment coverage. Also included are lessons in anatomy & physiology, medical terminology, and continued practice in keyboarding.

**Accounting Basics ACB116**

This course offers instruction on basic accounting techniques. Students will gain knowledge through lecture and hands-on applications that center on accounts payable and receivable systems. The ledger, revenue cycle, cash receipts / deposits, purchase cycles and basic budgeting skills will be covered. An overview of QuickBooks will be practiced familiarizing the student with accounting software found in the workplace. Microsoft Office with a detailed focus on Excel will aid students with a base understanding and practical knowledge of working business-related spreadsheets. Also included are lessons in anatomy & physiology, medical terminology, and continued practice in keyboarding.

**Computerized Billing COB117**

Students will learn the importance of patient billing and using billing software to produce invoices, record, and balance patient account information in the computer. Students are given hypothetical insurance billing situations and will use appropriate forms, codes, and procedures to process insurance claims for optimal reimbursement. Also included are lessons in anatomy & physiology, medical terminology, and continued practice in basic keyboarding techniques.

**Office Communications OFC118**

Students will learn the different types of office and business communications used in today's workplace environment. Verbal and non-verbal communication techniques and cues will be discussed, along with e-mail and business communication etiquette. Students will learn basic commands and features associated with Microsoft Office, using Word software and will practice writing different types of memos, letters, business proposals and reports using proper grammar, punctuation, and universal business English. In addition to practicing transcription techniques, Self-esteem and human relations will also be covered in this module along with instruction in anatomy & physiology, medical terminology, and continued practice in basic keyboarding skills.

## Administrative Medical Assistant Course Descriptions

### **Externship AXT119**

Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain actual experience in a medical environment.



## Administrative Medical Assistant

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Total Hours	Total Credits	FA Units
<b>PRE-REQUISITE</b>									
WTM111	Welcome to Milan	5	.5	0	0	0	5	.5	.25
<b>MODULE A</b>									
OBA112	Office Basics	60	6.0	25	1.25	0	85	7.25	4.25
<b>MODULE B</b>									
BTC113	Business Technology	60	6.0	25	1.25	0	85	7.25	4.25
<b>MODULE C</b>									
ICO114	Information Coding	60	6.0	25	1.25	0	85	7.25	4.25
<b>MODULE D</b>									
INT115	Insurance Theory	55	5.5	30	1.50	0	85	7.0	4.25
<b>MODULE E</b>									
ACB116	Accounting Basics	50	5.0	35	1.75	0	85	6.75	4.25
<b>MODULE F</b>									
COB117	Computerized Billing	50	5.0	35	1.75	0	85	6.75	4.25
<b>MODULE G</b>									
OFC118	Office Communications	60	6.0	25	1.25	0	85	7.25	4.25
AXT119	Externship	0	0	0	0	180	180	6.0	6.0
<b>TOTAL</b>		<b>400</b>	<b>40</b>	<b>200</b>	<b>10</b>	<b>180</b>	<b>780</b>	<b>56.0</b>	<b>36.0</b>

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 18 FA Units/18 Weeks

2nd Evaluation Point: 36 FA Units/36 Weeks

*Administrative Medical Assistant*

Veterans Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 9 FA Units/9 Weeks

2nd Evaluation Point: 18 FA Units/18 Weeks

3rd Evaluation Point: 27 FA Units/27 Weeks

4th Evaluation Point: 36 FA Units/36 Weeks

**BARBERING COURSE OUTLINE – NEW MEXICO**  
**SOC: 39-5011 / CIP: 12.0402**

**1200 HOURS**

**DESCRIPTION:** The primary purpose of the Barbering Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Barbering or related career fields. All classes are taught in English. The course is divided into 2 sections – Phase 1 and Phase 2. Phase 1 is taught for a minimum of 12 weeks for day students. Phase 2 is the remainder of the course.

**OBJECTIVES:** Upon completion of the course requirements, the determined graduate will be able to:

1. Perform any ordinary operation satisfactorily and in the same amount of time customarily allotted to that operation in the Establishment
2. Conduct a consultation on any ordinary barber subject and prescribe proper treatment
3. Mix and preparation used in an Establishment
4. Project a positive attitude and a sense of personal integrity and self-confidence.
5. Practice proper grooming and effective communications skills and visual poise.
6. Understand employer employee relationships and respect the need to deliver worthy service for value received.
7. Perform the basic manipulative skills including hair styling, shaving, cutting/shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, and facials.
8. Perform the basic analytical skills to determine proper shave design, hairstyle, and color application for the client's best overall look.
9. Apply the theory, technical information and related matters to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development in barber and related fields.

**FORMAT:** The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. The academic (theory) portion of the program is taught asynchronously. Asynchronous education is completed weekly with the academic exam administered and monitored on campus. A schedule of required asynchronous education will be posted for all students to follow to prepare for the academic exams. The Barbering program requires a student to complete 11 hours of asynchronous assignments per week for a total of 440 asynchronous education hours upon completion of the program. The asynchronous hours are determined by assignments completed. Each assignment has an average amount of time to complete. The asynchronous week is Sunday 12:00 am to Saturday at 1159 pm. The remaining 760 hours of education are on campus education. Students

who do not complete the 11 hours of asynchronous education each week will be advised and maybe withdrawn for non-progress of academic knowledge. Students are responsible for completing the academic exams weekly and will earn a zero if the exam is not completed. Barbering equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities. The course is presented with well-developed lesson plans, which reflect current educational methods. Subjects are presented by asynchronous theory education, demonstration, and student participation. Audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

**PROGRAM RESOURCES:**

- **Milady's Standard Barber 7<sup>th</sup> Edition utilizing CIMA**
- ***State Board Rules and Regulations***

**REFERENCE MATERIALS:**

*In the Bag, Playing it Safe, Waxing Made Easy, Professional Men's Services: Haircutting, Step by Step Make up Videos, Art of Dressing Long Hair, Braids and Updo's Made Easy, The Cutting Book, Hair Coloring Hands On, Hair Care and Product Dictionary, Cosmetology Dictionary, Art of African Hair Design, Wall Charts for Anatomy and Physiology, various subject relevant DVDs/Video and Online resources. Resources are subject to change.*

**GRADING PROCEDURES:**

To determine academic progress, students are assigned theory content and a minimum number of technical skills. Theory is evaluated after each unit of study. Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the technical skill does not meet satisfactory requirements, it is not counted, and the technical skill must be repeated. Comprehensive technical skills evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass ALL academic and technical skill exams prior to graduation. Students must make up failed or missed exams and incomplete assignments. Exams/assignments not completed when scheduled will be recorded as a zero (0) and calculated into the student's GPA. Numerical grades are considered according to the following scale:

**GRADING SYSTEM: ACADEMIC AND TECHNICAL SKILLS**

<b>90% - 100%</b>	<b>A</b>
<b>80% - 89%</b>	<b>B</b>
<b>70% - 79%</b>	<b>C</b>
<b>60% - 69%</b>	<b>D</b>
<b>BELOW 60%</b>	<b>F</b>

**BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (Academic and Technical Skills) must be passed with 75% or higher

**\*\* Once an assessment has been scheduled a grade will be recorded. If the student does not attempt the assessment, a zero grade will be entered.**

**HOURS      SUBJECT - UNIT**

**205      THEORY – ACADEMIC INSTRUCTION**

Orientation, School Rules and Regulations, State Laws and Regulations, Professional Image, First Aid, Safety, Chemistry, Electricity, Job Seeking and Career Information, Ethics, and all subject matter related theory education

**75      STERILIZATION, SANITATION, BACTERIOLOGY**

Related theory and safety, preparation, procedures and practice, products, materials and implements, public sanitation, methods of sanitation and sterilization, chemical agents, types of classification bacteria, bacterial growth, infections, infection control and safety standards.

*Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment as part of any technical skill. Credit for technical skills will not be given unless proper sanitation and disinfection are practiced.*

**45      SHAMPOO, RINSES, SCALP TREATMENTS**

Related theory, anatomy, physiology, preparation, procedures and practice; products, materials, and implements; hair analysis; disorders of the hair and scalp; hair and scalp treatments; related chemistry; client record keeping and safety

Technical Skill Practice – 45 Total Operations Minimum  
45 Shampoo, Rinses, or Scalp Treatments

**150      CHEMICAL REARRANGING – PERMS and RELAXERS**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; hair analysis and client consultation; related chemistry; and client record keeping and safety

Technical Skill Practice – 75 Total Operations Minimum  
75 Chemical Rearranging  
Minimum 7 permanent waving  
Minimum 7 permanent relaxing

**75      HAIRSTYLING**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; hair analysis and client consultation; related chemistry; wet styling; blow drying; finger waving; air waving; hair pressing; hair extensions; hair weaving; braiding; corn rowing; client consultation and recommendations; client record keeping and safety; care of wigs and hair pieces

Technical Skill Practice – 60 Total Operations Minimum  
60 Hairstyling

**150      HAIR COLORING AND BLEACHING**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; hair analysis and client consultation; related chemistry; temporary, semi-permanent, and permanent applications; bleaching, tinting, toning, frosting, special effects and problems; client consultation and recommendations; and client record keeping and safety

**Technical Skill Practice** – 75 Total Operations Minimum  
75 Haircoloring Applications

**330 HAIRCUTTING AND BEARD TRIMMING**

Related theory; anatomy; physiology; shaving, honing, and stropping; preparation, procedures and practice; use of scissors, shears, razor and clippers; products, materials, and implements; client consultation and recommendations; and client record keeping and safety

**Technical Skill Practice** – 200 Total Operations Minimum

- 25 lady's haircuts
- 100 men's haircuts
- 45 Facial Shaves
- 30 Shaving around the ears and neck

**120 FACIALS**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; theory of massage and facial treatments; make up application; use of electrical appliances, currents and specialized machines for treatments; artificial eyelashes; removal of unwanted hair; eyelash and brow tinting; light therapy; client consultation and recommendations; and client record keeping and safety

**Technical Skill Practice** – 90 Total Operations Minimum

- 40 Facial Procedures
- 25 Hair Removal Procedures
- 10 Make up Applications
- 5 Artificial Lash Applications
- 10 Lash and Brow Tints

**50 SALON BUSINESS AND RETAIL SALES**

Related theory; opening a salon and business plan; written agreements; regulations and laws; salon operation, policies, practices, personnel, compensation, payroll deductions; use of telephone, advertising, retail and salesmanship, client communications, public relations, insurance; and salon safety

**Technical Skill Practice** – 100 Total Operations Minimum  
100 Client Consultations/Client Communication/Salon Business

**1200 TOTAL HOURS**

**Technical Skill Requirements**

Policy and Regulatory agencies require students to complete an established number of technical

skills for satisfactory skills development and graduation. Technical skills may be completed on mannequins, models, or clients. The requirements listed by category are the MINIMUM experiences that each student must successfully complete prior to graduation. More technical skills may be scheduled BY THE INSTRUCTORS based on training NEEDS and clientele volume.

All assignments must be completed by each student as agreed upon in the Enrollment Agreement.

Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the technical skill must be repeated. Technical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school.

A satisfactory grade is based on meeting the minimum requirements in the following categories:

1. Preparation, Infection Control and Client Safety
2. Technique and Use of Implements
3. Client Communications (if applicable)
4. Desired Results

***All technical skills require sanitation and disinfection to be performed both before and after the skill. To receive credit for a technical skill, sanitation and disinfection must be practiced. Any technical skill that does not include proper sanitation and disinfection will not receive credit and must be repeated.***

It is the responsibility of the student to request that an instructor evaluates the technical skills(s) and/or procedures upon completion to receive proper credit. Technical skill credit will not be given for technical skills and/or procedures that are not immediately evaluated by an instructor. It is the responsibility of the student to keep records of the applications performed which are verified by an instructor. These records are recorded in the Learning Management System CIMA. For a student to graduate, all required technical skills must be rated at least Satisfactory to be counted toward course completion.

## COSMETOLOGY COURSE OUTLINE – NEW MEXICO

SOC: 39-5010 / CIP: 12.0401

## 1600 HOURS

**DESCRIPTION:** The primary purpose of the Cosmetology Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Cosmetology or related career field. All classes are taught in English. The course is divided into 2 sections – Phase 1 and Phase 2. Phase 1 is taught for a minimum of 12 weeks. Phase 2 is the remainder of the course.

**OBJECTIVES:** Upon completion of the course requirements, the determined graduate will be able to:

1. Perform any ordinary operation satisfactorily and in the same amount of time customarily allotted to that operation in the Establishment
2. Conduct a consultation on any ordinary cosmetology subject and prescribe proper treatment
3. Mix and preparation used in an Establishment
4. Project a positive attitude and a sense of personal integrity and self-confidence.
5. Practice proper grooming and effective communications skills and visual poise.
6. Understand employer employee relationships and respect the need to deliver worthy service for value received.
7. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, and pedicures.
8. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client's best overall look.
9. Apply the theory, technical information and related matters to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development in cosmetology and related fields.

**FORMAT:** The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. The academic (theory) portion of the program is taught asynchronously. Asynchronous education is completed weekly with the academic exam administered and monitored on campus. A schedule of required asynchronous education will be posted for all students to follow to prepare for the academic exams. The Cosmetology program requires a student to complete 11 hours of asynchronous assignments per week for a total of 587 asynchronous education hours upon completion of the program. The asynchronous hours are determined by assignments completed. Each assignment has an average amount of time to complete. The asynchronous week is Sunday 12:00 am to Saturday at 1159 pm. The remaining 1013 hours of education are on campus

education. Students who do not complete the 11 hours of asynchronous education each week will be advised and maybe withdrawn for non-progress of academic knowledge. Students are responsible for completing the academic exams weekly and will earn a zero if the exam is not completed. Salon equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities. The course is presented with well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

#### PROGRAM RESOURCES:

- **Milady's Standard Cosmetology 14<sup>th</sup> Edition utilizing CIMA**
- ***State Board Rules and Regulations***

#### REFERENCE MATERIALS:

*In the Bag, Playing it Safe, Waxing Made Easy, Professional Men's Services: Haircutting, Step by Step Make up Videos, Art of Dressing Long Hair, Braids and Updo's Made Easy, The Cutting Book, Hair Coloring Hands On, Hair Care and Product Dictionary, Cosmetology Dictionary, Microdermabrasion, Peels and Peeling Agents, Nail Structure and Product Chemistry, Art of African Hair Design, Nail Questions and Answers Book, Wall Charts for Anatomy and Physiology, various subject relevant DVDs/Video and Online resources. Resources are subject to change.*

#### GRADING PROCEDURES:

To determine academic progress, students are assigned to theory content and a minimum number of technical skills. Theory is evaluated after each unit of study. Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the technical skill does not meet satisfactory requirements, it is not counted, and the technical skill must be repeated. Comprehensive technical skills evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass ALL academic and technical skill exams prior to graduation. Students must make up failed or missed exams and incomplete assignments. Exams/assignments not completed when scheduled will be recorded as a zero (0) and calculated into the student's GPA. Numerical grades are considered according to the following scale:

#### GRADING SYSTEM: ACADEMIC AND TECHNICAL SKILLS

<b>90% - 100%</b>	<b>A</b>
<b>80% - 89%</b>	<b>B</b>
<b>70% - 79%</b>	<b>C</b>
<b>60% - 69%</b>	<b>D</b>
<b>BELOW 60%</b>	<b>F</b>

**BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (Academic and Technical Skills) must be passed with 75% or higher

**\*\* Once an assessment has been scheduled a grade will be recorded. If the student does not attempt the assessment, a zero grade will be entered.**

**HOURS      SUBJECT - UNIT****255      THEORY – ACADEMIC INSTRUCTION**

Orientation, School Rules and Regulations, State Laws and Regulations, Professional Image, First Aid, Safety, Chemistry, Electricity, Job Seeking and Career Information, Ethics, and all subject matter related theory education

**75      STERILIZATION, SANITATION, BACTERIOLOGY**

Related theory and safety, preparation, procedures and practice, products, materials and implements, public sanitation, methods of sanitation and sterilization, chemical agents, types of classification bacteria, bacterial growth, infections, infection control and safety standards.

*Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment as part of any technical skill. Credit for technical skills will not be given unless proper sanitation and disinfection are practiced.*

**45      SHAMPOO, RINSES, SCALP TREATMENTS**

Related theory, anatomy, physiology, preparation, procedures and practice; products, materials, and implements; hair analysis; disorders of the hair and scalp; hair and scalp treatments; related chemistry; client record keeping and safety

Technical Skill Practice – 45 Total Operations Minimum  
45 Shampoo, Rinses, or Scalp Treatments

**150      CHEMICAL REARRANGING – PERMS and RELAXERS**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; hair analysis and client consultation; related chemistry; and client record keeping and safety

Technical Skill Practice – 75 Total Operations Minimum  
75 Chemical Rearranging  
Minimum 7 permanent waving  
Minimum 7 permanent relaxing

**75      HAIRSTYLING**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; hair analysis and client consultation; related chemistry; wet styling; blow drying; finger waving; air waving; hair pressing; hair extensions; hair weaving; braiding; corn rowing; client consultation and recommendations; client record keeping and safety; care of wigs and hair pieces

Technical Skill Practice – 60 Total Operations Minimum  
60 Hairstyling

**150      HAIR COLORING AND BLEACHING**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; hair analysis and client consultation; related chemistry; temporary, semi-permanent, and permanent applications; bleaching, tinting, toning, frosting, special effects and problems; client consultation and recommendations; and client record keeping and safety

**Technical Skill Practice** – 75 Total Operations Minimum  
75 Haircoloring Applications

### **150 HAIRCUTTING**

Related theory; anatomy; physiology; preparation, procedures and practice; use of scissors, shears, razor and clippers; products, materials, and implements; client consultation and recommendations; and client record keeping and safety

**Technical Skill Practice** – 125 Total Operations Minimum  
• 100 lady's haircuts  
• 25 men's haircuts

### **350 FACIALS**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; theory of massage and facial treatments; make up application; use of electrical appliances, currents and specialized machines for treatments; artificial eyelashes; removal of unwanted hair; eyelash and brow tinting; light therapy; client consultation and recommendations; and client record keeping and safety

**Technical Skill Practice** – 285 Total Operations Minimum  
50 Basic Facial Procedures  
100 Facial Procedures using machines  
75 Hair Removal Procedures  
20 Make up Applications  
20 Artificial Lash Applications  
20 Lash and Brow Tints

### **300 MANICURING, PEDICURING, AND ADVANCED NAIL TECHNIQUES**

Related theory; anatomy; physiology; preparation, procedures and practice; products, materials, and implements; theory of massage; advanced nail techniques including monomer and polymer, gel, nail wraps, repairs, tips and creative nails; client consultation and recommendations; and client record keeping and safety

**Technical Skill Practice** – 990 Total Operations Minimum  
60 Manicures  
30 Pedicures  
600 (individual nails) Advanced Nail Extension Techniques  
300 (individual nails) Creative nail art

### **50 SALON BUSINESS AND RETAIL SALES**

Related theory; opening a salon and business plan; written agreements; regulations and laws; salon operation, policies, practices, personnel, compensation, payroll deductions; use of telephone, advertising, retail and salesmanship, client communications, public relations, insurance; and salon safety

**Technical Skill Practice** – 100 Total Operations Minimum  
100 Client Consultations/Client Communication/Salon Business

**1600 TOTAL HOURS****Technical Skill Requirements**

Policy and Regulatory agencies require students to complete an established number of technical skills for satisfactory skills development and graduation. Technical skills may be completed on mannequins, models, or clients. The requirements listed by category are the MINIMUM experiences that each student must successfully complete prior to graduation. More technical skills may be scheduled BY THE INSTRUCTORS based on training NEEDS and clientele volume.

All assignments must be completed by each student as agreed upon in the Enrollment Agreement.

Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the technical skill must be repeated. Technical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school.

A satisfactory grade is based on meeting the minimum requirements in the following categories:

1. Preparation, Infection Control and Client Safety
2. Technique and Use of Implements
3. Client Communications (if applicable)
4. Desired Results

*All technical skills require sanitation and disinfection to be performed both before and after the skill. To receive credit for a technical skill, sanitation and disinfection must be practiced. Any technical skill that does not include proper sanitation and disinfection will not receive credit and must be repeated.*

It is the responsibility of the student to request that an instructor evaluates the technical skills(s) and/or procedures upon completion to receive proper credit. Technical skill credit will not be given for technical skills and/or procedures that are not immediately evaluated by an instructor.

It is the responsibility of the student to keep records of the applications performed which are verified by an instructor. These records are recorded in the Learning Management System CIMA. For a student to graduate, all required technical skills must be rated at least Satisfactory to be counted toward course completion.

**Program Title: ESTHETICIAN 600 HOURS**

SOC: 39-5094 / CIP: 12.0409

**PROGRAM DESCRIPTION:**

The primary purpose of the Esthetician Course is to train the students in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry-level positions as an Esthetician or related career avenue. All classes are taught in English.

**PROGRAM OBJECTIVES:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Perform any ordinary operation satisfactorily and in the same amount of time customarily allotted to that operation in the Establishment
2. Conduct a consultation on any ordinary esthetics subject and prescribe proper treatment
3. Mix and preparation used in an Establishment
4. Project a positive attitude and a sense of personal integrity and self-confidence.
5. Practice proper grooming and effective communications skills and visual poise.
6. Understand employer/employee relationships and respect the need to deliver worthy service for value received.
7. Perform the basic skin care services, work with facial machines, hair removal, and makeup.
8. Perform manipulative skills required for facial massage, effective use of required implements and equipment, proper application of make-up, and non-permanent hair removal.
9. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development in Esthetics and related career fields.

**INSTRUCTIONAL METHODS:**

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. The academic (theory) portion of the program is taught asynchronously. Asynchronous education is completed weekly with the academic exam administered and monitored on campus. A schedule of required asynchronous education will be posted for all students to follow to prepare for the academic exams. The Esthetician program requires a student to complete nine (9) hours of asynchronous assignments per week for a total of 216 asynchronous education hours upon completion of the program. The asynchronous hours are determined by assignments completed. Each assignment has an average amount of time to complete. The asynchronous week is Sunday 12:00 am to Saturday at 1159 pm. The remaining 384 hours of education are on campus education. Students who do not complete the nine (9) hours of asynchronous education each week will be advised and maybe withdrawn for non-progress of academic knowledge. Students are responsible for completing the academic exams weekly and will earn a zero if the exam is not completed. Clinic equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities. The course is presented with well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Digital Resources, audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

**PROGRAM RESOURCES:**

- **Milady's Standard:** Esthetics for Milady Standard Esthetics, 12th Edition utilizing CIMA

- *State Board Rules and Regulations*

**REFERENCE MATERIALS:**

*Make up DVDs, Skin Care Dictionary, Hair Removal Technique, Aromatherapy, The SPA Encyclopedia, Advance Face/Body Treatment, Common Skin Disease, Skin Care and Cosmetic Ingredients, Face Shapes, Skin Lesions, Anatomy and Physiology Wall Charts, Microdermabrasion and DVD, Chemical Peel and Exfoliation and DVD, Skin Type and Aging Analysis and DVD, various subject relevant media resources, and online resources.*

**EVALUATION METHODS:**

To determine academic progress, students are assigned to theory content and a minimum number of technical skills. Theory is evaluated after each unit of study. Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the technical skill does not meet satisfactory requirements, it is not counted, and the technical skill must be repeated. Comprehensive technical skills evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass ALL academic and technical skill exams prior to graduation. Students must make up failed or missed exams and incomplete assignments. Exams/assignments not completed when scheduled will be recorded as a zero (0) and calculated into the student's GPA. Numerical grades are considered according to the following scale:

**GRADING SYSTEM: ACADEMIC AND TECHNICAL SKILLS:**

**90% - 100% = A**

**80% - 89% = B**

**70% - 79% = C**

**60% - 69% = D**

**Below 60% = F**

**BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (Academic Exams and Technical Skills) must be passed with 75% or higher

**\*\* Once an assessment has been scheduled a grade will be recorded. If the student does not attempt the assessment, a zero grade will be entered.**

**HOURS AND SUBJECT MATTER**

**125     THEORY- ACADEMIC INSTRUCTION**

Orientation, School Rules and Regulations, State Laws and Regulations, Professional Image, First Aid, Safety, Chemistry, Electricity, Job Seeking and Career Information, Ethics, and all subject matter related theory education

**75     STERILIZATION, SANITATION, BACTERIOLOGY**

Related theory and safety, preparation, procedures and practice, products, materials and implements, public sanitation, methods of sanitation and sterilization, chemical agents, types of classification bacteria, bacterial growth, infections, infection control and safety standards

*Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment as part of any technical skill. Credit for technical skills will not be given unless proper sanitation and disinfection are practiced.*

**350 FACIALS**

Related theory, anatomy, physiology, preparation, procedures and practice, products, materials, and implements, theory of massage, facial treatments and makeup application, use of electrical appliances, currents and specialized machines for treatments, artificial eyelashes, removal of unwanted hair, eyelash and brow tinting, light therapy, client consultation and recommendations, and client record keeping and safety

**Technical Skill Practice** – 285 Total Operations Minimum

- 50 Basic Facial Procedures
- 100 Facial Procedures using machines
- 75 Hair Removal Procedures
- 20 Make up Applications
- 20 Artificial Lash Applications
- 20 Lash and Brow Tints

**50 SALON BUSINESS AND RETAIL SALES**

Related theory; opening a salon and business plan; written agreements; regulations and laws; salon operation, policies, practices, personnel, compensation, payroll deductions; use of telephone, advertising, retail and salesmanship, client communications, public relations, insurance; and salon safety

**Technical Skill Practice** – 100 Total Operations Minimum

- 100 Client Consultations/Client Communication/Salon Business

**600 TOTAL HOURS**

### **TECHNICAL SKILLS EXPERIENCES**

Policy and Regulatory agencies require students to complete an established number of technical skills for satisfactory skills development and graduation. Technical skills may be completed on mannequins, models, or clients. The requirements listed by category are the MINIMUM experiences that each student must successfully complete prior to graduation. More technical skills may be scheduled BY THE INSTRUCTORS based on training NEEDS and clientele volume.

All assignments must be completed by each student as agreed upon in the Enrollment Agreement.

Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the technical skill must be repeated. Technical skills are evaluated according to text procedures, and performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school.

A satisfactory grade is based on meeting the minimum requirements in the following categories:

1. Preparation, Infection Control and Client Safety
2. Technique and Use of Implements
3. Client Communications (if applicable)
4. Desired Results

*All technical skills require sanitation and disinfection to be performed both before and after the skill. To receive credit for a technical skill, sanitation and disinfection must be practiced. Any technical skill that does not include proper sanitation and disinfection will not receive credit and must be repeated*

It is the responsibility of the student to request that an instructor evaluates the technical skills(s) and/or procedures upon completion to receive proper credit. Technical skill credit will not be given for technical skills and/or procedures that are not immediately evaluated by an instructor.

It is the responsibility of the student to keep records of the applications performed which are verified by an instructor. These records are recorded in the Learning Management System CIMA. For a student to graduate, all required technical skills must be rated at least Satisfactory to be counted toward course completion.

**INSTRUCTOR COURSE OUTLINE****500 HOURS****CIP Code – 12.0413****DESCRIPTION:**

The primary purpose of the Instructor Course is to train the student in the basic teaching skills, educational judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level employment as an instructor or related career avenue. All classes are taught in English.

**OBJECTIVES:** Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer/employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic skills necessary for teaching including writing lesson plans, performing lectures and demonstrations, directing student projects, using library resources and audio-visual aids, conducting theory class instruction and measuring student achievement, supervising clinic operations, and maintaining required student records.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, communications skills and teaching methodologies to improve teaching skills.

**FORMAT:**

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. The academic (theory) portion of the program is taught asynchronously. Asynchronous education is completed weekly with the academic exam administered and monitored on campus. A schedule of required asynchronous education will be posted for all students to follow to prepare for the academic exams. The Instructor program requires a student to complete 9 hours of asynchronous assignments per week for a total of 180 asynchronous education hours upon completion of the program. The asynchronous hours are determined by assignments completed. Each assignment has an average amount of time to complete. The asynchronous week is Sunday 12:00 am to Saturday at 1159 pm. The remaining 380 hours of education are on campus education. Students who do not complete the 11 hours of asynchronous education each week will be advised and maybe withdrawn for non-progress of academic knowledge. Students are responsible for completing the academic exams weekly and will earn a zero if the exam is not completed. Clinic equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities. The course is presented with well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of demonstration and student participation. Student Professional Instructors will demonstrate their level of competence through completion of required classroom and student salon assisting and teaching activities. Digital Resources, audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

**PROGRAM RESOURCES:**

- *Milady's Professional Educator* utilizing CIMA
- *State Board Rules and Regulations*

**REFERENCE MATERIALS:**

*In the Bag, Playing it Safe, Waxing Made Easy, Professional Men's Services: Haircutting, Step by Step Make up Videos, Art of Dressing Long Hair, Braids and Updo's Made Easy, The Cutting Book, Hair Coloring Hands On, Hair Care and Product Dictionary, Cosmetology Dictionary, Microdermabrasion, Peels and Peeling Agents, Nail Structure and Product Chemistry, Art of African Hair Design, Nail Questions and Answers Book, Wall Charts for Anatomy and Physiology, various subject relevant DVDs/Video and Online resources. Resources subject to change due to availability.*

**GRADING PROCEDURES:**

To determine academic progress, students are assigned to theory content and a minimum number of technical skills. Theory is evaluated after each unit of study. Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the technical skill does not meet satisfactory requirements, it is not counted, and the technical skill must be repeated. Comprehensive technical skills evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass ALL academic and technical skill exams prior to graduation. Students must make up failed or missed exams and incomplete assignments. Exams/assignments not completed when scheduled will be recorded as a zero (0) and calculated into the student's GPA. Numerical grades are considered according to the following scale:

**GRADING SYSTEM: ACADEMIC and TECHNICAL SKILLS:**

90% - 100%	= A
80% - 89%	= B
70% - 79%	= C
60% - 69%	= D
Below 60%	= F

**BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

**\*All Assessments (practical and/or written) must be passed with 75% or higher**

**\*\* Once an assessment has been scheduled a grade will be recorded. If the student does not attempt the assessment, a zero grade will be entered.**

**HOURS      SUBJECT/ UNIT****75      THEORY – ACADEMIC INSTRUCTION**

- Orientation
- State Laws and Regulations
- Compensation, Payroll packages, Payroll Record Keeping, and Taxes
- Professional Image, Hygiene and Good Grooming
- First Aid
- Employment Preparation and Business Fundamentals
- Professional Ethics
- Principles of teaching
- Teacher maturity
- Student learning principles
- Academic Advising

**75      COURSE DEVELOPMENT and LESSON PLANNING**

- Planning
- Analysis
- Implementation
- Outline
- Examples of Lesson Plans
- Components of effective lesson plans
- Principles of preparing lesson plans
- Practical course review

**75 TEACHING METHODS**

- Preparation
- Presentation
- Application
- Testing
- Lecture and Workbooks
- Demonstrations and return Demonstrations
- Discussions
- Question and Answer
- Projects
- Field Trips

**25 TEACHING AIDS**

- Films or videos
- Charts
- Mannequins
- Reference Materials
- Whiteboards
- Projectors and Smartboards

**75 THEORY TEACHING AND CLASSROOM MANAGEMENT**

- Independent classroom instructing
- Records and Reports
- Safety measures
- Classroom conditions and maintenance
- Class supervision and control
- Classroom problems and solutions
- Academic Advising

**25 TESTING AND STUDENT EVALUATION**

- Measurement of student ability/achievement
- Diagnosis of student weaknesses
- Motivation of Study
- Oral and Written testing
- Development and use of testing/measurement Instruments

**150 LABORATORY SUPERVISION**

- Independent Clinic Supervision
- Client communications/reception desk
- Inventory Control
- Effective Dispensary Procedures
- Supervision of Clinic sanitation/client safety
- Technical Skills Ability

**500    TOTAL HOURS**

## INSTRUCTOR COURSE REQUIREMENTS

Policy and Regulatory agencies require students to complete practical experiences for satisfactory skills development and graduation. The requirements listed by category are the MINIMUM experiences that each student must successfully complete prior to graduation. Additional teaching assignments and projects may be scheduled by the supervising instructor. All assignments must be completed by each student as agreed upon in the Enrollment Agreement. Technical Skill assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better.

Instructors are also assigned theory study and written assignments. Theory is evaluated after each unit of study. Students must maintain a grade average of 75% and pass a FINAL academic and technical skill teaching demonstration prior to graduation.

A satisfactory technical skill grade is based on meeting the minimum requirements in the following categories:

1. Preparation and developing measurable objectives for performance
2. Classroom Management
3. Use of teaching aids, questioning and problem-solving strategies
4. Teaching Methods

### **During the course of study, the instructor will be required to complete the following:**

#### INSTRUCTOR NOTEBOOK/BINDER – (20 Lesson Plans)

- o Lesson Plans for 20 topics including required components
- o Multiple choice test questions for each lesson plan (at least 20 questions each)
- o Handouts and visual aids for each lesson plan
- o Lessons Recorded using PowerPoint or other visual resources – Minimum 10 lessons recorded; each lesson should be no more than 8-10 minutes to ensure student attention and focus on key elements
  - Observation/Assisting in the Phase One, Theory, and Student Salon
  - Completion of Independent Student Teaching in Phase 1 Classroom (10 presentations)
  - Completion of Independent Student Teaching in the Student Salon (10 presentations)
  - Completion of Academic Knowledge Exam
  - Completion of Final Technical Skill Exam – Instructor Teaching Demo
  - Assisting with new student orientation for incoming students
  - Completion of all other projects as assigned by the supervising instructor such as new student registration, monthly hours report, out-processing a graduating student, monitoring dispensary and inventory, etc.

It is the responsibility of the student to keep records of the applications performed which are verified by an instructor. These records are recorded in the Learning Management System CIMA. For a student to graduate, all required technical skills must be rated at least Satisfactory to be counted toward course completion.

**PROGRAM TITLE: MANICURIST**

600 hours

CIP Code: 12.0410

Occupations and Standard Occupational classification codes

- 39-5092 [Manicurists and Pedicurists](#)

**PROGRAM DESCRIPTION:**

The primary purpose of the Manicurist Course is to train the students in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions as a Manicurist or related career avenue. All classes are taught in English.

**PROGRAM OBJECTIVES:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Perform any ordinary operation satisfactorily and in the same amount of time customarily allotted to that operation in the Establishment
2. Conduct a consultation on any ordinary cosmetology subject and prescribe proper treatment
3. Mix and preparation used in an Establishment
4. Project a positive attitude and a sense of personal integrity and self-confidence.
5. Practice effective communication skills, visual poise, and proper grooming.
6. Respect the need to deliver worthy service for value received in an employer-employee relationship.
7. Perform the basic manipulative skills in the areas of manicures, pedicures, nail tips, wraps, and nail enhancements
8. Perform the basic analytical skills to determine proper nail services and nail shaping for the clients overall image and needs.
9. Apply learned theory, technical information, and related matter to ensure sound judgments, decisions, and procedures to ensure continued career success, the graduate will continue to learn new and current information related to skills, trends and methods for career development in manicuring and related fields.

**PROGRAM RESOURCES:**

- **Milady's Standard: Nail Technology for Milady, 8<sup>th</sup> edition utilizing CIMA**
- **State Board Rules and Regulations**

**REFERENCE MATERIALS:**

*Nail Structure and Product Chemistry, The Salon Professional's Guide to Foot Care, Salon Ovations Q and A, Milady's Guide to Owning and Operating a Nail Salon, Various DVDs, Milady Nail Technology DVDs*

*Reference materials are subject to change.*

**INSTRUCTIONAL METHODS:**

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. The academic (theory) portion of the program is taught asynchronously. Asynchronous education is completed weekly with the academic exam administered and monitored on campus. A schedule of required asynchronous education will be posted for all students to follow to prepare for the academic exams. The Manicurist program requires a student to complete nine (9) hours of asynchronous assignments per week for a total of 216 asynchronous education hours upon completion of the program. The asynchronous hours are determined by assignments

completed. Each assignment has an average amount of time to complete. The asynchronous week is Sunday 12:00 am to Saturday at 1159 pm. The remaining 384 hours of education are on campus education. Students who do not complete the nine (9) hours of asynchronous education each week will be advised and maybe withdrawn for non-progress of academic knowledge. Students are responsible for completing the academic exams weekly and will earn a zero if the exam is not completed. Salon equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities. The course is presented with well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Digital Resources, audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

### EVALUATION METHODS:

To determine academic progress, students are assigned to theory content and a minimum number of technical skills. Theory is evaluated after each unit of study. Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the technical skill does not meet satisfactory requirements, it is not counted, and the technical skill must be repeated. Comprehensive technical skills evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass ALL academic and technical skill exams prior to graduation. Students must make up failed or missed exams and incomplete assignments. Exams/assignments not completed when scheduled will be recorded as a zero (0) and calculated into the student's GPA. Numerical grades are considered according to the following scale:

### GRADING SYSTEM: ACADEMIC AND TECHNICAL SKILLS:

**90% - 100% = A**

**80% - 89% = B**

**70% - 79% = C**

**60% - 69% = D**

**Below 60% = F**

### **BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (practical and/or written) must be passed with 75% or higher

**\*\* Once an assessment has been scheduled a grade will be recorded. If the student does not attempt the assessment, a zero grade will be entered.**

### HOURS and SUBJECT

#### **175 THEORY- CLASSROOM INSTRUCTION –**

Orientation, School Rules and Regulations, State Laws and Regulations, Professional Image, First Aid, Safety, Chemistry, Electricity, Job Seeking and Career Information; Ethics; and all subject matter related theory education

#### **75 STERILIZATION, SANITATION, BACTERIOLOGY**

Related theory and safety, preparation, procedures and practice, products, materials and implements, public sanitation, methods of sanitation and sterilization, chemical agents, types of classification bacteria, bacterial growth, infections, infection control and safety standards.

*Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment as part of any technical skill. Credit for technical skills will not be given*

*unless proper sanitation and disinfection are practiced.*

**300 MANICURING AND PEDICURING:**

Related theory, anatomy, physiology, preparation, procedures and practice; products, materials, and implements; theory of massage; advanced nail techniques including monomer, polymer, gel, filing, fills, repairs, nail tips, wraps, freehand creative nail art designs, techniques, and application; client consultation and recommendations; and client record keeping and safety

**Technical Skill Practice – 990 Total Operations Minimum**

60 Manicures

30 Pedicures

600 (individual nails) Artificial nails

300 (individual nails) Creative nail art

**50 SALON BUSINESS AND RETAIL SALES**

Related theory; opening a salon and business plan; written agreements; regulations and laws; salon operation, policies, practices, personnel, compensation, payroll deductions; use of telephone, advertising, retail and salesmanship, client communications, public relations, insurance; and salon safety

**Technical Skill Practice – 100 Total Operations Minimum**

100 Client Consultations/Client Communication/Salon Business

**600 TOTAL HOURS**

**Technical Skill Requirements**

Policy and Regulatory agencies require students to complete an established number of technical skills for satisfactory skills development and graduation. Technical skills may be completed on mannequins, models, or clients. The requirements listed by category are the MINIMUM experiences that each student must successfully complete prior to graduation. More technical skills may be scheduled BY THE INSTRUCTORS based on training NEEDS and clientele volume.

All assignments must be completed by each student as agreed upon in the Enrollment Agreement.

Technical skills are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the technical skill must be repeated. Technical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the technical skills evaluation criteria adopted by the school.

A satisfactory grade is based on meeting the minimum requirements in the following categories:

1. Preparation, Infection Control and Client Safety
2. Technique and Use of Implements
3. Client Communications (if applicable)
4. Desired Results

*All technical skills require sanitation and disinfection to be performed both before and after the skill. To receive credit for a technical skill, sanitation and disinfection must be practiced. Any technical skill that does not include proper sanitation and disinfection will not receive credit and must be repeated.*

It is the responsibility of the student to request that an instructor evaluates the technical skills(s) and/or procedures upon completion to receive proper credit. Technical skill credit will not be given for technical

skills and/or procedures that are not immediately evaluated by an instructor.

It is the responsibility of the student to keep records of the applications performed which are verified by an instructor. These records are recorded in the Learning Management System CIMA. For a student to graduate, all required technical skills must be rated at least Satisfactory to be counted toward course completion.

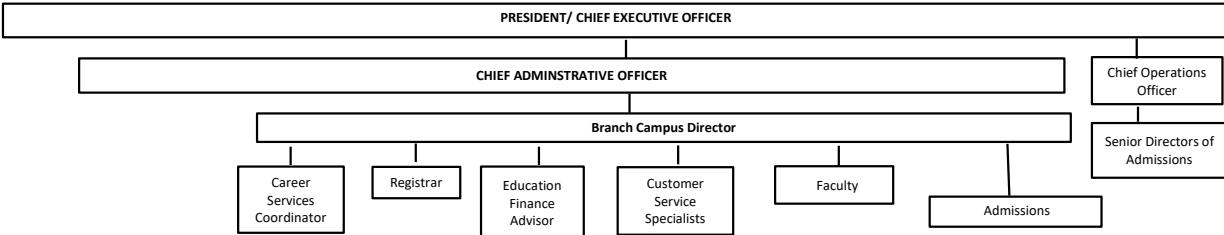
## CATALOG Insert I - Staff Insert

### MILAN INSTITUTE

1440 Missouri Ave, Ste 7  
Las Cruces, NM 88001  
[www.milaninstitute.edu](http://www.milaninstitute.edu)  
P: (575) 523-7181

Effective: January 23, 2026

#### Organizational Chart



#### ADMINISTRATION

President/Chief Executive Officer	Gary Yasuda	Senior Director of Admissions	Patricia Villegas
Chief Operations Officer	Val Robinson	Director of Education	Jean Rydahl

#### CAMPUS ADMINISTRATION

Chief Administrator	Mark Balanon	Lead Customer Service Specialist	open
Branch Campus Director	Dora Borunda	Customer Service Specialist	open
Education Leader	open	Customer Service Specialist	open
Admissions Representative	Melissa Jurardo	Inventory Specialist	open
Admissions Representative	open	Career Services Coordinator	open
Registrar	open	Student Resources Coordinator	open
Educational Finance Advisor	open	Janitor/Maintenance	open
Educational Finance Advisor	open	Janitor/Maintenance	open

#### FACULTY

Administrative Medical Assistant Program - Full Time Faculty			
Instructor	open		
Instructor	open		
<u>Barbering Program - Full Time Faculty</u>			
Instructor	Vincent Negron	Licensed Barbering Instructor, Certificate conferred by Olympian Academy of Cosmetology	
Instructor	open		
<u>Cosmetology Program - Full Time Faculty</u>			
Instructor	Dora Borunda	Licensed Cosmetology Instructor, Certificate conferred by Vogue College of Hair Design	
Instructor	open		
<u>Esthetician Program - Full Time Faculty</u>			
Instructor	Virginia Alvarez	Licensed Barbering and Cosmetology Instructor, Certificate conferred by Olympian Academy of Cosmetology	
Instructor	open		
<u>Manicurist Program - Full Time Faculty</u>			
Instructor	Virginia Alvarez	Licensed Barbering and Cosmetology Instructor, Certificate conferred by Olympian Academy of Cosmetology	
Instructor	open		
<u>Instructor</u>			
Instructor	Dora Borunda	Licensed Cosmetology Instructor, Certificate conferred by Vogue College of Hair Design	

## Catalog Insert II - Cost Insert

Amarillo College of Hairdressing, Inc.  
 Milan Institute  
 1440 Missouri Ave, Ste 7  
 Las Cruces, NM 88001

Effective: January 20, 2026

[WWW.MILANINSTITUTE.EDU](http://WWW.MILANINSTITUTE.EDU)

### Program Costs

Program	Effective Date	Books and Materials	Lab Fee	Tuition Cost	Total Cost
<i>Administrative Medical Assistant</i>	1/20/2026	\$533.92	\$350.00	\$14,876.08	<b>\$15,760.00</b>
<i>Barbering</i>	1/20/2026	\$1,943.44	\$350.00	\$16,221.56	<b>\$18,515.00</b>
<i>Cosmetology</i>	1/20/2026	\$2,584.66	\$350.00	\$17,765.34	<b>\$20,700.00</b>
<i>Esthetician</i>	1/20/2026	\$1,516.38	\$350.00	\$12,843.62	<b>\$14,710.00</b>
<i>Instructor</i>	1/20/2026	\$264.46	\$0.00	\$2,980.54	<b>\$3,245.00</b>
<i>Manicurist</i>	1/20/2026	\$1,429.75	\$350.00	\$8,410.25	<b>\$10,190.00</b>

**Books costs - Students have the option to purchase required books and materials separately; see Enrollment Agreement**

**Over Contract Fees:** Students who do not complete their program\* within the total scheduled hours as stated in the Enrollment Agreement, will be charged an extra \$10 for each hour attended over the scheduled hours. There is a two-week grace period for programs that are less than 750 hours long and a four-week grace period for programs that are 900 hours or longer.

\*Not applicable to DA, MA, AMA

## CATALOG INSERT III - CLASS START CALENDAR AND STUDENT HOLIDAY CALENDAR

MILAN INSTITUTE - Las Cruces

1440 Missouri Ave, Ste 7

Las Cruces, NM 88001

[www.milaninstitute.edu](http://www.milaninstitute.edu)

Effective: January 23, 2026

### CLASS START CALENDAR

2026	Administrative Medical Assistant	Barbering & Cosmetology	Esthetician	Instructor	Manicurist
	Day (Mon. - Thur.)	Day (Tue. - Fri.)	Day (Mon. - Thur.)	Day (Mon. - Fri.)	Day (Mon., Tue.)
January	No Start	No Start	No Start	No Start	No Start
February	No Start	2/24/2026	2/23/2026	No Start	2/23/2026
March	3/17/2026	3/24/2026	3/30/2026	No Start	3/30/2026
April	4/15/2026	4/21/2026	No Start	No Start	No Start
May	5/14/2026	5/19/2026	5/4/2026	No Start	5/4/2026
June	6/16/2026	6/16/2026	6/8/2026	No Start	6/8/2026
July	7/15/2026	7/14/2026	7/13/2026	No Start	7/13/2026
August	8/13/2026	8/11/2026	8/17/2026	No Start	8/17/2026
September	9/15/2026	9/9/2026	9/21/2026	No Start	9/21/2026
October	10/14/2026	10/6/2026	10/26/2026	No Start	10/26/2026
November	11/12/2026	11/3/2026	11/30/2026	No Start	11/30/2026
December	12/15/2026	12/1/2026	No Start	No Start	No Start

If classes are cancelled due to extenuating circumstances, notification will be announced through the local media and a message will be placed on the school's phone system.

### STUDENT HOLIDAY CALENDAR

2026 STUDENT HOLIDAY CALENDAR	
Winter Break Cont. (students unscheduled)	1/1/2026
New Year's Day - CLOSED	1/1/2026
Martin Luther King, Jr. Day - CLOSED	1/19/2026
President's Day - CLOSED	2/16/2026
Memorial Day - CLOSED	5/25/2026
Independence Day - CLOSED	7/3/2026
Labor Day - CLOSED	9/7/2026
Thanksgiving - CLOSED	11/26/26 - 11/27/26
Winter Break - (students unscheduled)	12/21/26 - 12/27/26
Christmas Day - CLOSED	12/25/2026

### OFFICE HOURS AND CLASS SCHEDULE

**Business Hours:**

Monday 9:00am-6:00pm, Tuesday - Thursday 9:00am-7:00pm, Friday: 8:00am-5:30pm

**CLASS TIMES:**

\*\*Some class schedules may not be available at all times. Please contact the Admissions Department for specific class information.

**Administrative Medical Assistant Program:**

3-17-26 Starts - Day Classes: Monday - Thursday 9:00 a.m. to 2:00 p.m. Specific class times vary per module

Starts after 3-31-2026 - Day Classes: Monday and Tuesday 9:00 a.m. to 2:00 p.m. DE Weekly Attendance requirements - 10 hours on live distance education and 11.25 hours asynchronous education\*

**Barbering Program**

Day Classes: Tuesday - Thursday 8:00 a.m. to 1:00 p.m., Friday 8:00 a.m. to 12:00 p.m. \*Weekly Attendance requirements - 19 hours on campus and 11 hours asynchronous education\*

**Cosmetology Program**

Day Classes: Tuesday - Thursday 8:00 a.m. to 1:00 p.m., Friday 8:00 a.m. to 12:00 p.m. \*Weekly Attendance requirements - 19 hours on campus and 11 hours asynchronous education\*

**Esthetician Program**

Day Classes: Monday - Thursday, 8:00 a.m. to 12:00 p.m. \*Weekly Attendance requirements - 16 hours on campus and 9 hours asynchronous education\*

**Instructor Program**

Day: Monday - Friday 8:00 a.m. - 1:00 p.m

**Manicurist Program**

Day Classes: Monday and Tuesday 8:00 a.m. to 4:30 p.m. \*Weekly Attendance requirements - 16 hours on campus and 9 hours asynchronous education\*

**Modular programs**

The Administrative Medical Assistant program is modular and open-entry by module. Students may enter the program at the beginning of a module and progress through until all modules are completed. At the completion of the modules, students will enter into an externship at an assigned medical facility. The extern hours must be completed prior to graduation from the program.